Parenting on your Own

A Handbook For One-Parent Families Seventh Edition

Manitoba
Women's
Advisory
Council

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Parenting on Your Own:
A Handbook for One-Parent Families
Seventh Edition

Publication and reproduction of this handbook were provided by the Manitoba Women's Advisory Council, Status of Women, Manitoba Labour and Immigration.

The seventh edition of this handbook was prepared by the staff of the Manitoba Women's Advisory Council, especially Gerri Thorsteinson, and printed in partnership with Healthy Child Manitoba; Healthy Populations, Manitoba Healthy Living Ministry; and Regional Health Authorities of Manitoba (RHAM).

Thanks also go to RHAM for placing this publication on its distribution list. These resources are stored and distributed by Manitoba Material Distribution Agency.

Note:
This publication is available in electronic format on the Council's Website: www.mwac.mb.ca in both English and French. This electronic version is updated throughout the year. An order form for additional copies is also on the website.

The Manitoba Women's Advisory Council is pleased to offer the seventh edition of ***Parenting on Your Own*** as a resource to single parents in Manitoba and to others who may find it useful.

This guide is to advise single parents of their rights and to list the services and supports that are available in the community. Because services sometimes change, it may be advisable to call and verify the hours, fees, services and accessibility of listed resources.

If there are any valuable resources that have not been included in this guide, please send the information to the Advisory Council. As additions are submitted, the information will be updated for future publications.

The Advisory Council provides this handbook as a guide to resources and information, not as an endorsement of any listed service. Personal experience with a service will allow for an informed decision based on individual needs. Resource centres, women's groups and single parent support groups also provide an opportunity to share views and concerns with others.

It is our hope that this information will be helpful in overcoming some of the hurdles encountered as a single parent. The handbook is also available on the Advisory Council's Web site. We welcome any comments or questions with regard to this manual, or the ongoing work of the Advisory Council. Please contact us at:

Manitoba Women's Advisory Council
301-155 Carlton Street
Winnipeg MB R3C 3H8
Telephone: (204) 945-6281
Toll-free: 1-800-282-8069 (extension 6281)
Fax: (204) 945-6511
E-mail: 001women@gov.mb.ca
Web site: www.mwac.mb.ca

NOTE: This edition of ***Parenting on Your Own*** includes Web sites for many of the organizations mentioned in the handbook. ***Community Connections***, a provincially/federally funded program provides over 700 locations in Manitoba where the public can log onto the Internet free of charge. This program helps individuals, organizations and businesses from urban, rural and northern communities to access this technology. To find the most convenient location, you can access the ***Community Connections*** Web site www.communityconnections.mb.ca at any of the 20 branches at the Winnipeg Public Library or one of 83 libraries throughout the province. You can also call (toll free) 1-866-445-2555.

The Société Franco-Manitobaine has an information phone line at 233-2556 (toll-free 1-800-665-4443) which answers inquiries about French services available in Manitoba. They also publish an annual directory, ***Annuaire des services en français au Manitoba***, which includes organizations that offer French language services in the province. This directory is available on their Web site www.sfm-mb.ca.

Contact Community Information (Volunteer Manitoba) provides a comprehensive listing of community resources in Winnipeg and throughout rural and northern Manitoba. Copies may be available at your local library. For assistance in locating a particular program or service, call (204) 287-8827 or toll-free 1-866-266-4636, Monday to Friday, 9:00 a.m. to 4:30 p.m. (except statutory holidays). This information is also available on their Web site:
www.contactmb.org

THE MANITOBA WOMEN'S ADVISORY COUNCIL

The mandate of the Manitoba Women's Advisory Council is to advise the provincial government on issues concerning the status of women. Our job is to provide information and recommendations that will enhance the development of gender-sensitive policies and programs. The Council operates as an arm's length agency.

Our goal is to promote the equal participation of women in society. Our work focuses on issues that have legal, social or economic impact on women's lives. We prepare briefs, submissions and reports that contain recommendations for change, relayed to government through the Minister responsible for the Status of Women. The Council meets and consults with the minister and other government officials to ensure the integration of women's concerns into government policies, programs and legislation. In turn, we convey information to women in their communities regarding government policies and programs beneficial to them.

The Council consists of a chairperson and up to 18 members, who are appointed by the provincial government. Members represent various cultural communities including aboriginal, visible minority and immigrant women, as well as women with disabilities. These members are drawn from rural, urban and northern communities and represent diverse professional and educational backgrounds.

Information on issues affecting women is provided in the Council's reference library which is open to the public. The Council's interactive website, www.mwac.mb.ca, includes an events calendar and other items of interest to women from Council Currents, a weekly information sheet, also available by e-mail or fax. Administrative support services are also available for individual women and non-profit women's groups.

The Manitoba Women's Advisory Council will gladly meet with groups, organizations and individuals to discuss concerns, or participate at annual meetings, regional conferences and workshops.

Please write, visit or call us at (204) 945-6281 or toll-free 1-800-282-8069, ext. 6281.

OUR PARTNERS IN PRODUCING THE SEVENTH EDITION

Thanks go to our financial partners in the production of the seventh edition of ***Parenting on Your Own***.

HEALTHY CHILD MANITOBA

The Healthy Child Manitoba Office works across departments and sectors to facilitate a community development approach to improve the well-being of Manitoba's children, families and communities, with a focus on the early years. This is achieved within a policy framework that is founded on the two pillars of economic justice and social justice. The major responsibilities of Healthy Child Manitoba are to:

- Develop, fund and evaluate innovative projects and long-term strategies to improve outcomes for Manitoba's children;
- Coordinate and integrate services across government for children, youth and families using early intervention and population health models; and
- Increase the involvement of families, neighbourhoods and communities in prevention and early childhood development services.

The Manitoba government established Healthy Child Manitoba in March 2000 and the Premier appointed the Healthy Child Committee of Cabinet. Chaired by the Minister of Healthy Living, the committee is comprised of the Ministers of Aboriginal and Northern Affairs; Culture, Heritage and Tourism; Education, Citizenship and Youth; Family Services and Housing; Health; Justice; and the Minister responsible for the Status of Women. Its role is to direct Healthy Child Manitoba in the implementation of the Healthy Child Plan. Healthy Child Manitoba, with its community partners, provides a continuum of programs and services for children, youth and families including: Healthy Baby; Families First; Parent-Child Centred Approach; Fetal Alcohol Spectrum Disorder (FASD) Prevention and Support; Healthy Schools; Healthy Adolescent Development; and Triple P-Positive Parenting Program.

Healthy Child Manitoba
219-114 Garry Street
Winnipeg, Manitoba R3C 4V6
Telephone: (204) 945-2266
Toll-free: 1-888-848-0140
Fax: (204) 948-2585

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The services listed in this chapter are specific to Aboriginal peoples. For further information on each topic, please refer to the corresponding chapter listed in the table of contents.

Another helpful resource guide to community services for Aboriginal peoples is ***Ota-Miska 2003-2004: Where To Find It Resource Manual*** published by Manitoba Industry, Trade and Mines. To obtain a copy of this manual call (204) 984-2272 or toll-free 1-800-665-2019. Web site: www.gov.mb.ca/itm/sbcd/otamiska

Aboriginal Organizations in Manitoba, compiled and edited by the Aboriginal Awareness Committee of the Fort Garry United Church, is available at local libraries or by calling (204) 475-1586.

A Guide to Winnipeg for Aboriginal Newcomers, compiled by Partners for Careers, is available by calling (204) 945-0447.

ABUSE

Shelters in Winnipeg:

Ikwe Widdjiitiwin Inc.
(204) 987-2780
24-Hour Toll-free Line
1-800-362-3344
Fax: (204) 774-5784

Shelters on Reserves:

Fisher River First Nation Healing Centre
Koostatak (204) 645-2750
Fax: (204) 645-2546

Mamawihetowin Crisis Centre
Pukatawagan (204) 553-2198
Fax: (204) 553-2302

Shamattawa Crisis Centre
Shamattawa (204) 565-2548
Fax: (204) 565-2544

ABORIGINAL SERVICES

Outreach Program:

Wahbung Abinoonjiiag
225 Dufferin Avenue
Winnipeg, Manitoba R2W 5N7
(204) 925-4610
Fax: (204) 582-9508
E-mail: wahbung@mts.net

This service provides family violence programs for women who have recently left an abusive relationship and have children age 0-6 and youth 7-17, who have witnessed family violence.

DISABILITIES

First Nations disABILITY Office

The First Nation disABILITY Office provides peer support, advocacy and referral services to First Nations persons living with visible and invisible disabilities within Manitoba.

First Nations disABILITY Office
305B-260 St. Mary Avenue
Winnipeg, Manitoba R3C 0M6
(204) 953-0310
Fax: (204) 953-0318

EMPLOYMENT/EDUCATION/TRAINING

Anishnaabe Oway-Ishi Inc.

The program enables Aboriginal youth to participate in a culturally-supportive learning environment that uses culturally-appropriate training methods. The Pre-Training for Employment and Training Opportunities Program places individuals in meaningful employment, or enrolls them in educational or training programs.

Anishnaabe Oway-Ishi Inc.
317-181 Higgins Avenue
Winnipeg, Manitoba R3B 3G1
(204) 957-7930
Fax: (204) 942-5758

Anokiiwin Training Institute

This Aboriginal institute offers short-term training programs and services.

Anokiiwin Training Institute
105-260 St. Mary Avenue
Winnipeg, Manitoba R3C 0M6
(204) 925-2790
Web site: www.anokiiwin.com

Canadian Council for Aboriginal Business

The Canadian Council for Aboriginal Business is a national, non-profit organization bringing together Aboriginal and non-Aboriginal business people for mutually beneficial partnerships through education, training and employment opportunities, networking and business development.

Canadian Council for Aboriginal Business
204 A St. George Street
Coach House, Main Floor
Toronto, Ontario M5R 2N5
(416) 961-8663
Fax: (416) 961-3995
Web site: www.ccab.com

Centre for Aboriginal Human Resource Development

Centre for Aboriginal Human Resource Development (CAHRD) is a community-based, non-profit organization staffed by Aboriginal people. The centre prepares Aboriginal peoples (Status and Non-Status, First Nations, Métis and Inuit) for the workplace by offering employment counselling, supportive follow-up, information on education and training opportunities, workshops, self-assessment and specialized services.

Centre for Aboriginal Human Resource Development
304-181 Higgins Avenue
Winnipeg, Manitoba R3B 3G1
(204) 989-7110
Fax: (204) 989-7113

Industrial Training Centre

This centre trains individuals for entry level jobs in the metal trades through courses on industrial metal fabrication, welding and spray painting.

Industrial Training Centre
903 King Edward Street
Winnipeg, Manitoba R3H 0P8
(204) 783-7031
Fax: (204) 783-4840
E-mail: itc@mb.sympatico.ca

Manitoba Indian Education Association Inc.

Manitoba Indian Education Association Inc. is a student services centre for band-sponsored students enrolled in Winnipeg educational institutions.

Manitoba Indian Education Association Inc.
305-352 Donald Street
Winnipeg, Manitoba R3B 2H8
(204) 947-0421
Fax: (204) 942-3067
E-mail: miea@escape.ca

Partners for Careers Aboriginal Employment Information Centre

This street-level storefront location is a one-stop shop for information on employment, education and training opportunities for Aboriginal people in Manitoba. Through existing agencies, Partners for Careers (PFC) delivers job matching services to First Nation, Métis and Inuit graduates. PFC has also compiled a Guide to Winnipeg for Aboriginal Newcomers.

Partners for Careers Aboriginal Employment Information Centre
510 Selkirk Avenue
Winnipeg, Manitoba R2W 2M7
(204) 945-0447
Toll-free: 1-800-883-0398
Fax: (204) 948-2714
Web site: www.partnersforcareers.mb.ca

Urban Circle Training Centre Inc.

The Urban Circle Training Centre offers skill-specific training to all Aboriginal peoples who are in receipt of social assistance, EI or other funding.

Urban Circle Training Centre Inc.
519 Selkirk Avenue
Winnipeg, Manitoba R2W 2M6
(204) 589-4433
Fax: (204) 582-6439

HEALTH

Aboriginal Health and Wellness Centre of Winnipeg, Inc.

This community and culturally-based centre provides holistic services to the Aboriginal community of Winnipeg. The Centre's programs include Head Start, Fetal Alcohol Syndrome/Effects Education Program, Abinotci Mino-Ayawin (Children's Healing), Healthy Child Program, Medicine Wheel Awareness Workshop and a Men's Healing and Wellness Program.

Aboriginal Health and Wellness Centre of Winnipeg, Inc.
215-181 Higgins Avenue
Winnipeg, Manitoba R3B 3G1
(204) 925-3700
Fax: (204) 925-3709

Aboriginal Services Department, Health Sciences Centre

This department provides language services, cultural/spiritual services, counselling, education and other services.

Aboriginal Services Department
Health Sciences Centre
FE 009-685 William Avenue
Community Services Building
Winnipeg, Manitoba R3A 1S1
(204) 787-3428

National Native Alcohol and Drug Abuse Programs (NNADAP)

This federal program is delivered in First Nation communities by local workers. For a list of locations, call 983-4199.

HOUSING

The following list provides some telephone numbers related to housing:

Aiyawin Corporation

Aiyawin Corporation provides affordable housing to Aboriginal families.

Aiyawin Corporation
1079J Wellington Avenue
Winnipeg, Manitoba R3E 3E8
(204) 985-4242
Fax: (204) 783-6858
E-mail: aiyawin@mb.sympatico.ca

Community Housing Managers of Manitoba

The Community Housing Managers of Manitoba provide a housing program aimed at low-income families living in rural Manitoba.

Community Housing Managers of Manitoba
304-150 Henry Avenue
Winnipeg, Manitoba R3B 0J7
(204) 582-9809
Fax: (204) 582-0772

Kinew Housing Corporation

Kinew Housing Corporation provides low-cost housing for Aboriginal families, with rent based on income.

Kinew Housing Corporation
201-424 Logan Avenue
Winnipeg, Manitoba R3A 0R4
(204) 956-5093
Fax: (204) 943-0226
E-mail: kinewsg@mts.net

Native Women's Transition Centre

The Native Women's Transition Centre provides temporary residence for Aboriginal women and their children, as well as support groups for skills development for independent living, counselling, child care services and women's sharing circles.

The centre also operates Memengwaa Place, which offers second-stage, independent living for Aboriginal women and children suffering from the long-term effects of abuse.

Native Women's Transition Centre
105 Aikins Street
Winnipeg, Manitoba R2W 4E6
(204) 989-8240
Fax: (204) 586-1101

Emergency Housing in Northern Manitoba

Ma-Mow-We-Tak Friendship Centre Inc.

The centre provides emergency housing for Aboriginal women and their children.

Ma-Mow-We-Tak Friendship Centre Inc.
122 Hemlock Crescent
Thompson, Manitoba R8N 0R6
(204) 778-7337
After Hours: (204) 778-8903
Fax: (204) 677-3195

LEGAL

Aboriginal Court Worker Program

The Aboriginal Court Worker Program provides assistance to Aboriginal peoples who are involved in the court process and need guidance in developing a better understanding of the criminal justice system and the judicial process. Services are provided in Winnipeg and throughout the province.

Aboriginal Court Worker Program
2nd Floor-405 Broadway Avenue
Winnipeg, Manitoba R3C 3L6
(204) 945-3909
Fax: (204) 948-2150
E-mail: sdelaronde@gov.mb.ca

RECREATION AND WELLNESS

Winnipeg Native Alliance

This organization provides an outreach program in inner-city high schools for youth involved or at risk of becoming involved in gang activities. They also run the Urban Sports Camp which provides supervised recreation and leisure activities for children and youth living in the inner city.

Winnipeg Native Alliance
510 King Street
Winnipeg, Manitoba R2W 5L2
(204) 582-4127
Fax: (204) 586-1698
E-mail: wna@mb.sympatico.ca

SUPPORTS FOR FAMILY

Anishinaabe Child and Family Services
General Delivery
Fairford First Nation
Fairford, Manitoba R0C 0X0
(204) 659-4546
Fax: (204) 659-4225

Awasis Agency of Northern Manitoba
100-701 Thompson Drive
Thompson, Manitoba R8N 2A2
(204) 677-1500
Toll-free: 1-800-667-4734
Fax: (204) 778-8428

Cree Nation Child and Family Caring Agency
Otineka Mall
P.O. Box 10130
Opaskwayak, Manitoba R0B 2J0
(204) 623-7456
Fax: (204) 623-3847

Dakota Ojibway Child and Family Services
702 Douglas Street
Brandon, Manitoba R7A 7B2
(204) 729-3650
Fax: (204) 728-1806

Intertribal Child and Family Services
Fisher River First Nation Office
P.O. Box 358
Koostatak, Manitoba R0A 1S0
(204) 645-2744

Island Lake First Nations Family Services
Garden Hill, Manitoba R0B 0T0
(204) 456-2015
Fax: (204) 456-2641

Kinosao Sipi Minisowin Agency
P.O. Box 640
Norway House, Manitoba
R0B 1B0
(204) 359-4551
Fax: (204) 359-6013

Metis Child, Family and Community Services
1261 Main Street
Winnipeg, Manitoba R2W 5G9
(204) 697-1118

Nisichawayasihk Cree Nation Family and Community Services
Box 451
14 Bay Road
Nisichawayasihk Cree Nation
Nelson House, Manitoba
R0B 1A0
(204) 484-2341
Fax: (204) 484-2351

Peguis Child and Family Services
P.O. Box 610
Peguis, Manitoba R0C 3J0
(204) 645-2049
Fax: (204) 645-2558

Sagkeeng Child and Family Services
P.O. Box 700
Pine Falls, Manitoba R0E 1M0
(204) 367-2215
Fax: (204) 367-8510

Southeast Child and Family Services
General Delivery
Scanterbury, Manitoba R0E 1W0
(204) 766-2398
Fax: (204) 766-2716

West Region Child and Family Services
P.O. Box 280
Erickson, Manitoba R0J 0P0
(204) 636-6100
Fax: (204) 636-6158

Aboriginal Centre of Winnipeg Inc. (ACWI)

This non-profit corporation controlled and operated by Winnipeg's Aboriginal community is a centre for Aboriginal enterprise and initiative.

Aboriginal Centre of Winnipeg Inc. (ACWI)
103-181 Higgins Avenue
Winnipeg, Manitoba R3B 3G1
(204) 989-6395
Fax: (204) 989-7113
E-mail: mccormick@abcentre.org
Web site: www.abcentre.org

Aboriginal Council of Winnipeg

The work of the council is to address the needs of the Aboriginal community in Winnipeg and to include all aspects of living in an urban environment. The Aboriginal Council is inclusive, regardless of status.

Aboriginal Council of Winnipeg
112-181 Higgins Avenue
Winnipeg, Manitoba R3B 3G1
(204) 989-6380
Fax: (204) 942-5795

Aboriginal HEAD START Program

The Aboriginal Head Start Initiative is a federally funded (Health Canada) early intervention strategy which addresses the needs of Aboriginal children living in urban centres and in large northern communities.

Little Red Spirit is a community-based Early Childhood Education Program that supports the development of families with Aboriginal children between the ages of two to five years. The program includes the following components: culture and language, social support, health promotion, nutrition, education and parental involvement.

Aboriginal HEAD START Program
Broadway Neighbourhood Centre
185 Young Street
Winnipeg, Manitoba R3C 1Y8
(204) 783-8116
Fax: (204) 786-2653

Indian Family Centre

The Indian Family Centre provides programs and services that deal with community spiritual development (such as healing circles), individual and group counselling, and a summer volunteer youth work program.

Indian Family Centre
470 Selkirk Avenue
Winnipeg, Manitoba R2W 2M5
(204) 586-8393
Fax: (204) 582-3131

Indian and Métis Friendship Centre of Winnipeg Inc.

The Indian and Métis Friendship Centre of Winnipeg Inc. (IMFC) currently provides the following services:

Evening Program – the evening program provides recreational and social activities, and opportunities for children and youth between the ages of 7 and 24, with an emphasis on those under 13 years who live in the Lord Selkirk Park neighbourhood.

Child-to-Child – is an after-school developmental program for 12 and 13 year olds that operates two days per week. The program is designed to promote personal development and self-esteem, support the development of peer networks and involves children in identifying, learning about and responding to community issues.

Other programs and services include a solvent abuse prevention program, information and referral, special events, bingo, a food-bank (2x/week), a youth nutrition program and hall rentals.

Indian and Métis Friendship Centre of Winnipeg Inc.
45 Robinson Street
Winnipeg, Manitoba R2W 5H5
(204) 586-8441
Fax: (204) 582-8261
E-mail: abmwpgfc@mb.sympatico.ca

Rural and Northern Friendship Centres:

Brandon Friendship Centre
836 Lorne Avenue
Brandon, Manitoba R7A 0T8
(204) 727-1407
Fax: (204) 726-0902
E-mail: bfcentre@escape.ca

Dauphin Friendship Centre
210-1st Avenue N.E.
Dauphin, Manitoba R7N 1A7
(204) 638-5707
Fax: (204) 638-4799
E-mail: dauphinfriendship@mb.sympatico.ca

Flin Flon Indian-Métis Friendship Association Inc.
P.O. Box 188
57 Church Street
Flin Flon, Manitoba R8A 1M7
(204) 687-3900
Fax: (204) 687-5328
E-mail: ssimsa@mb.sympatico.ca

Lynn Lake Friendship Centre
P.O. Box 460
625 Gordon Avenue
Lynn Lake, Manitoba R0B 0W0
(204) 356-2407
Fax: (204) 356-8223
E-mail: lynnifc@cancom.net

Portage Friendship Centre
20-3rd Street N.E.
Portage la Prairie, Manitoba
R1N 1N4
(204) 239-6333
Fax: (204) 239-6534
E-mail: portagfc@portage.net

Riverton & District Friendship Centre Inc.
P.O. Box 359
53 Lora Avenue
Riverton, Manitoba R0C 2R0
(204) 378-2927
Fax: (204) 378-5705
E-mail: rdfc@ecn.mb.ca

Selkirk Friendship Centre
425 Eveline Street
Selkirk, Manitoba R1A 2J5
(204) 482-7525
Fax: (204) 785-8124
E-mail: sfc@mb.sympatico.ca

Swan River Friendship Centre
P.O. Box 1448
1413 Main Street E.
Swan River, Manitoba R0L 1Z0
(204) 734-9301
Fax: (204) 734-3090
E-mail: srfc@mb.sympatico.ca

The Pas Friendship Centre
P.O. Box 2638
81 Edwards Avenue
The Pas, Manitoba R9A 1M3
(204) 623-6459
Fax: (204) 623-4268
E-mail: tpfc@cancom.net

Ma-Mow-We-Tak Friendship Centre Inc.
122 Hemlock Crescent
Thompson, Manitoba R8N 0R6
(204) 778-7337
Fax: (204) 677-3195
E-mail: aced@norcom.mb.ca

Ma Mawi Wi Chi Itata Centre

Ma Mawi Wi Chi Itata Centre provides support programs which encourage and promote the maintenance and well-being of the family unit.

Ma Mawi Wi Chi Itata Centre
97 McGregor Avenue
Winnipeg, Manitoba R2W 4V5
(204) 925-0348
Fax: (204) 925-0308

Additional locations:

318 Anderson Avenue
Winnipeg, Manitoba R2W 1E5
(204) 925-0349
Fax: (204) 925-0306

2nd Floor, 743 Ellice Avenue
Winnipeg, Manitoba R3G 0B5
(204) 925-0348
Fax: (204) 925-0308

Métis Resource Centre

The Métis Resource Centre provides cultural, educational and social programming for Métis peoples and all others who are interested in Métis culture and history.

Métis Resource Centre
506-63 Albert Street
Winnipeg, Manitoba R3B 1G4
(204) 956-7767
Fax: (204) 956-7765

Mother of Red Nations (MORN)

The Mother of Red Nations (MORN) Women's Council of Manitoba, which promotes and supports the well-being of Aboriginal women and children in Manitoba, offers transition and traditional Aboriginal counselling services. A cultural advisor is available for one-on-one teaching sessions, sharing circles, healing circles and traditional teachings. For an appointment, call 942-6676. One-hour sessions are offered on Wednesday and Thursday from 9:00 a.m. to 12:00 noon.

Mother of Red Nations
300-141 Bannatyne
Winnipeg, Manitoba R3B 0R3
(204) 942-6676
Fax: (204) 942-7639
E-mail: morn@morn.ca

Ndinawe Safe Home & Youth Resource Centre

Ndinawe provides programs of shelter, culture, recreation, education and support. Ndinawe's safe home provides accessible 24-hour shelter and basic necessities for Winnipeg children and youth who are living on the streets and are at risk of abuse and exploitation.

Ndinawe Youth Resource Centre
472 Selkirk Avenue
Winnipeg, Manitoba R2W 2M7
(204) 586-2588

Canadians are becoming increasingly aware of domestic violence in our society. It is estimated that one in every six women experiences some form of abuse at the hands of an intimate partner. Those who work in the area of domestic violence believe that the incidence of abuse is even greater than this.

Many women do not realize they are being abused. Abuse can be physical, sexual, emotional and financial. It may consist of a physical beating, being locked out of the home, raging anger directed at the woman or her children, rape and other demeaning sexual practices, constant "put-downs" or criticism, humiliation, taking away money, and/or forbidding phone calls and visits to family and friends.

An abused woman may feel scared and helpless, and not know how to leave the relationship. Abusive partners often make threats on the life of the victim, family members, friends and even threaten suicide themselves. Constant abuse also leads to low self-esteem and the feeling that help is not obtainable. However, many agencies and services are available to individuals who are ready to leave an abusive relationship. Crisis lines, shelters and safe homes are located throughout the province. Services include counselling and support groups.

Abuse is a crime and victims of abuse are protected by civil law. An application to court for an order of protection can be made. The local police or RCMP detachment can be contacted regarding criminal charges. The following crisis lines are sources of information on domestic violence.

PROVINCE-WIDE TOLL FREE 24-HOUR CRISIS LINE:
1-877-977-0007

LOCAL WINNIPEG 24-HOUR CRISIS LINE: (204) 942-3052

Listed below are descriptions of services offered to abused women in Manitoba. Further counselling resources are listed in the **LEGAL** section on page 117, and the **SUPPORT FOR FAMILIES** section on page 149 of this handbook.

Shelternet.ca is a web site that can help individuals find a link to a shelter or helpline in provinces and territories across Canada. This information is also available in French.

SHELTERS

There are ten provincially funded shelters for abused women in Manitoba. The addresses of these shelters are confidential for personal safety. No money is required to go to a shelter. Shelters have trained staff who work with women and children. Most shelters are handicap accessible. None of them take pets. All shelters have crisis lines where a peer counselor is available 24 hours a day. Most shelters offer support groups and individual counselling to women who do not wish to stay in the shelter.

In Winnipeg:

Osborne House
(204) 942-7373
24-Hour Local Crisis Line:
(204) 942-3052
Fax: (204) 956-1412

Ikwe Widdjiitiwin Inc.
(204) 987-2780
24-Hour Toll-free Line:
1-800-362-3344
Fax: (204) 726-1793

Rural Shelters:

Call toll-free 1-877-977-0007 to access any of the following

Agape House – Eastman Crisis Centre
Steinbach (204) 346-0028
Fax: (204) 326-2359

Aurora House – The Pas Committee for Women in Crisis
The Pas (204) 623-5497

Genesis House – South Central Committee on Family Violence
Winkler (204) 325-9800

Nova House Inc.
Selkirk (204) 482-1200

Parkland Crisis Centre
Dauphin (204) 638-9484

Portage Women's Shelter
Portage la Prairie
(204) 239-5233

Thompson Crisis Centre
Thompson (204) 778-7273

YWCA Westman Women's Shelter
Brandon (204) 727-3644

For shelters on reserves, see page 1.

WOMEN'S RESOURCE CENTRES

Women's resource centres provide information and referral for women who are abused by their partners, counselling, education programs and community development activities.

Fort Garry Women's Resource Centre
Winnipeg (204) 477-1123

North End Women's Centre
Winnipeg (204) 589-7347

Pluri-elles Centre des Femmes
Winnipeg (204) 233-1735

Rural and northern:

Interlake Women's Resource Centre
Gimli (204) 642-8264
After Hours Toll-free:
Selkirk 1-800-561-6668
E-mail: iwrc@mts.net
Web site: www.interlakewomen.ca

Lakeshore Women's Resource Centre
Ashern (204) 786-3016
After Hours Toll-free:
1-877-977-0007

Snow Lake Centre on Family Violence
Snow Lake (204) 358-7141
Fax: (204) 358-7771
E-mail: slfrc@direcway.com
Web site: www.snowlakefrc.ca

Swan Valley Crisis Centre
Swan River (204) 734-9368

The Women's Centre
in the Town Centre
Brandon (204) 726-8632
Toll free: 1-866-255-4432
E-mail:
twcbrandon@westman.wave.ca
Web site:
http://thewomenscentre.tripod.com/

West Central Women's Resource Centre
Lower Level, 583 Ellice Avenue
Winnipeg, Manitoba R3B 1Z7
(204) 774-8975
Fax: (204) 783-3173
E-mail: cupboard@mts.net

Women's Safe Haven/ Resource Service
Flin Flon (204) 681-3105

SECOND-STAGE HOUSING

Second-stage programs, or "after-crisis" housing, are available throughout Manitoba for women with or without children, who have left an abusive relationship. The goals of this type of housing are to provide women with protective and supportive housing for a longer period of time; provide on-going support for women in transition; provide women with a violence-free environment, where they can examine their options and determine new goals for their lives; encourage independence and self-sufficiency; assist children to deal with the impact of witnessing violence; assist women to achieve their full potential; and assist women in overcoming social isolation by providing opportunities for social interaction.

The following shelters that were mentioned previously on pages 18 to 19, have second-stage or longer-term housing:

Agape House (Steinbach)
Nova House (Selkirk)
Portage Women's Shelter
Swan Valley Crisis Centre (Swan River)
Thompson Crisis Centre

OTHER RESIDENTIAL SECOND-STAGE PROGRAMS IN MANITOBA

L'Entre-temps des Franco-Manitobaines, Inc.

L'Entre-temps is a residential second-stage program providing protective, affordable, long-term housing and comprehensive emotional and practical support to women and their children who have left abusive relationships and wish to move toward independent living. Families are encouraged to participate in the program for a period of three to twelve months. Priority is given to francophone applicants, but applicants of other cultural backgrounds may be accepted, depending on availability of space.

L'Entre-temps est une maison d'hébergement de deuxième étape pour les femmes victimes de violence et leurs enfants. Le programme offre aux familles un logement protégé, abordable et à long terme ainsi qu'un soutien complet sur les plans émotionnel et pratique aux femmes et aux enfants. L'hébergement est pour une durée de trois à douze mois. L'Entre-temps donne la priorité aux candidates francophones, mais nous accepterions des candidates d'autres milieux socio-culturels étant donné la disponibilité de place.

L'Entre-temps des Franco-Manitobaines, Inc.
(204) 925-2550
Toll-free: 1-800-668-3836

OTHER SECOND-STAGE PROGRAMS ARE PROVIDED BY THE FOLLOWING ORGANIZATIONS:

Alpha House Project Inc.
Winnipeg (204) 982-2011

Memengwaa Place
Native Women's Transition Centre
Winnipeg (204) 989-8240

Samaritan House Ministries
Brandon (204) 726-0758

Women in Second-Stage Housing (W.I.S.H.)
Winnipeg (204) 275-2600

NOTE: Women's resource centres may also offer community-based, second-stage programs to provide support services to women who have left abusive relationships. Some longer-term accommodation may also be available. See page 19 of this handbook for a listing of women's resource centres.

OTHER RESOURCES

A Woman's Place

A Woman's Place, a program of Nor'West Co-op Community Health Centre, provides free legal services for women abused by intimate partners, as well as practical support for women needing access services. On-site services include Victim Services, Crown Attorney, lawyer and paralegals. Support workers provide information regarding community resource options (e.g. housing alternatives, parenting issues, social assistance, employment training) and links women with resources. Group sessions include self-esteem, anger management, healthy relationships, parenting, etc. Drop-ins are welcome Monday to Friday, 9:00 a.m. – 5:00 p.m.

A Woman's Place
200-323 Portage Avenue
Winnipeg, Manitoba R3B 2C1
(204) 940-6624
Fax: (204) 940-1971

Canadian Red Cross RespectED: Violence and Abuse Prevention

Through the delivery of interactive workshops, RespectED strives to address the issues of abuse, harassment, neglect and interpersonal violence with youth and with adults who have a vested interest in youth. More information about the program is available on their web site.

Canadian Red Cross
1111 Portage Avenue
Winnipeg, Manitoba R3G 0S8
(204) 982-7330
Toll-free: 1-866-685-4250
Fax: (204) 942-8367
Web site: www.redcross.ca

Compensation for Victims of Crime

This program administers the *Compensation for Victims of Crime Act* on behalf of the Department of Justice. It has a provincial mandate to provide financial compensation to injured victims of crime, surviving family members of a person killed due to a crime and individuals injured while preventing the commission of a crime.

Compensation provided by the program includes wage loss, medical aid expenses such as ambulance, dental, medications, clothing and counselling costs. The program also provides rehabilitation services to victims who are unable to continue working due to their injuries.

Compensation for Victims of Crime
202-379 Broadway
Winnipeg, Manitoba R3C 0T9
(204) 945-0899
Toll-free: 1-800-262-9344
Fax: (204) 948-3071

Evolve (KLINIC)

Evolve is a counselling resource centre specializing in the area of domestic abuse. Evolve offers group counselling separately to the victims and perpetrators of domestic abuse. Evolve also provides community education and training regarding domestic abuse.

Evolve (KLINIC)
870 Portage Avenue
Winnipeg, Manitoba R3G 0P1
(204) 784-4070
Fax: (204) 772-7998
E-mail: evolve@klinic.mb.ca
Web site: www.klinic.mb.ca

Men's Resource Centre

The centre provides support for men in dealing with parenting, childhood abuse, relationship loss and other issues. Services include individual and group counselling, a drop-in, community out-reach, workshops and peer mentoring.

Men's Resource Centre
301-321 McDermot Avenue
Winnipeg, Manitoba R3A 0A3
(204) 956-6560
Intake line: (204) 956-9528
Toll-free: 1-866-672-3422
Fax: (204) 943-4073

Victim Services – Domestic Violence Unit
(formerly Women's Advocacy Program)

The primary focus of the program is to provide support, assistance and information to victims of domestic violence. The goal is to enhance the individual's ability to make informed choices, and potentially increase their level of safety and the safety of those close to them. The program provides legal and resource information. It also advises individuals of their options, rights and responsibilities as a victim of crime.

The Domestic Violence Unit partners with Prosecutions and other service providers within the criminal justice system. The Victim Services – Domestic Violence Unit has offices in Winnipeg, Brandon, Selkirk, The Pas, Thompson, Morris, Lac du Bonnet and Portage la Prairie. Any of these offices can be reached by calling the toll-free number at 1-866-484-2846.

Wahbung Abinoonjiiag

Please refer to page 2.

225 Dufferin Avenue
Winnipeg, Manitoba R2W 5N7
(204) 925-4610
Fax: (204) 582-9508
E-mail: wahbung@mb.sympatico.ca
Web site: www.wahbung.ca

NOTE: Other culturally appropriate, or issue-specific, services may be found in the **SUPPORT FOR FAMILIES** section on page 149 of this handbook.

Manitoba has among the highest legislated standards in Canada for early childhood educators, child care centres and family child care homes. Child care services are available in Aboriginal languages, Hebrew, Mandarin, German, Ukrainian, French and English.

The Manitoba Child Day Care Office has published an excellent booklet entitled ***A Parent's Guide to Quality Child Care***. This booklet provides a detailed look at child care options in Manitoba and is available free of charge from any Child Day Care office listed in this chapter or by calling Child Day Care's Information Line at 945-0776 in Winnipeg or toll-free at 1-888-213-4754.

When choosing a child care program, there are a number of things to consider. It is important to inquire about the availability of space in a licensed child care program. Other considerations may be eligibility for subsidized child care space or availability of space for children with special needs. A visit to a suitable child care centre and/or family day care home will provide reassurance about location, size and staff of the centre or home.

A Parent's Guide to Quality Child Care outlines six basic areas that should be considered before making a decision about a child care centre or family child care home.

1) The daily program should be well planned, balanced, flexible and suitable for individual children's needs.
2) A behaviour management policy should be in place to outline the range of positive methods of handling unacceptable behaviour.
3) Health, safety and nutrition should be addressed through procedures for medications, first aid, meals and snacks.
4) The furnishings used should have safety features. Equipment to develop children's learning should be standard.
5) Staff training and staff-to-child ratios are important determining factors in choosing your child's program.
6) Administrative policies should be in place and verified by each applicant as to the operation of the centre, the sick-day policy, subsidy arrangements and withdrawal notification policy.

The guide also provides specific questions that can be asked by an individual seeking to find the most appropriate child care facility for their needs.

In Manitoba there are two major types of child care available – child care centres and child care homes.

CHILD CARE CENTRES

Full-Time Preschool

- children three months to six years of age
- meeting the needs of parents requiring full-time child care
- general hours range from 7:00 a.m. to 6:00 p.m., with some evening, overnight or weekend care

Part-Time or Nursery School

- children under six years of age
- for parents who may or may not work outside the home, but still desire an enriching experience for their children
- operates less than four hours per day, typically two to five days per week

School Age

- children six to 12 years of age
- care for children while they are not in school, whether it is before or after school, at lunch, teacher inservice days, seasonal vacations and early dismissal days

CHILD CARE HOMES

Family Day Care

- in a family dwelling
- maximum of eight children, with no more than five children under the age of six, and no more than three under the age of two
- caregiver's own children (under the age of 12) are included in this number

Group Day Care Home

- operated by two caregivers in one of their homes
- a licensed group day care home can accommodate up to 12 children under the age of 12, but no more than three children may be under the age of two

Private Home Day Care (Not Licensed)

- may operate in a family dwelling without a licence for up to four children under the age of 12, with no more than two under the age of two (including provider's own children under the age of 12)

NOTE: Parents have the right to ask an unlicensed care giver for both a criminal record check and a child abuse registry clearance.

SUBSIDIES

A need must be demonstrated for child care and family income must be below a certain amount to qualify for a subsidy. Parents who are unemployed and looking for work may be eligible for subsidized care for eight weeks out of every six months. Students may also be eligible for a subsidy.

The Subsidy Eligibility Estimator is accessible on the Internet at www.gov.mb.ca/childcare. This will estimate your family contribution and the amount of subsidy for a four-week period. Applications are available on-line at the same Web site. Subsidy application forms are also available from Child Day Care or most licensed facilities. Completed forms should be submitted to the Child Day Care office.

Once eligibility has been determined, there will be notification of the amount of subsidy. Subsidies are based on a sliding scale determined by family income and the cost of care, and may be renewed on an annual basis. In addition to the subsidy provided, a facility may charge parents up to $2.40 per day, per child.

Child Day Care can provide a list of subsidized Child Care facilities and the helpful pamphlet ***Child Day Care Subsidy Program Provides Assistance for Child Care Fees***.

Appeals

Under *The Community Child Day Care Standards Act*, an appeal may be filed if an applicant for child care subsidy disagrees with either the amount of a subsidy assessed or the decision of Child Day Care not to grant subsidy. An appeal must be submitted in writing **within 15 days** of receipt of a subsidy decision to:

Social Services Appeal Board
7th Floor, 175 Hargrave Street
Winnipeg, Manitoba R3C 3R8
(204) 945-3003 or 945-3005
Toll-free: 1-800-282-8069
Fax: (204) 945-1736

SPECIAL NEEDS CHILDREN

Many child care centres and family child care homes are able to accommodate children with disabilities or special health needs. Some employ an early childhood educator who has been trained in special needs or an extra child care assistant to help meet the special needs of children.

Child care centres and the Child Day Care Office can provide information on facilities offering special needs placement. The Society for Manitobans with Disabilities and the Child Development Clinic and other referring agencies may be able to recommend a suitable child care program.

Family Centre of Winnipeg has a special needs family child care program for children up to the age of 12, that is covered by subsidy and provides family support workers. For more information, call (204) 947-1401.

SPECIAL SOCIAL NEEDS SUBSIDY

A child care subsidy may be available for special social needs based on a referral from a public health nurse, doctor or psychologist involved with the family. Special social needs could involve: recovery from an illness or operation, social or emotional difficulties, problems with alcohol or drugs, behaviour problems in children, child socialization, intellectual or language skills or the need to be around other children.

CHILD DAY CARE OFFICES

In Winnipeg:

Child Day Care
102-114 Garry Street
Winnipeg, Manitoba R3C 1G1
(204) 945-2197
Fax: (204) 948-2143
E-mail: cfsd@gov.mb.ca
Web site:
www.gov.mb.ca/childcare

Child Care Information Services Phone Line
(204) 945-0776
Toll-free: 1-888-213-4754

Subsidy Information Services Phone Line
(204) 945-0286
Toll-free: 1-888-213-4754

Rural and northern:

Central Region
25 Tupper Street N.
Portage la Prairie, Manitoba
R1N 3K1
(204) 239-3121
Fax: (204) 239-3148

Eastman Region
20-1st Street S.
Beausejour, Manitoba R0E 0C0
(204) 268-6160
Fax: (204) 268-6222

Health and Family Services
354 Préfontaine Avenue
St. Pierre-Jolys, Manitoba
R0A 1V0
(204) 433-3404
Fax: (204) 433-3608

Interlake Region
Selkirk Mental Health Centre
3rd Floor,
Administration Building
P.O. Box 9600
825 Manitoba Avenue
Selkirk, Manitoba R1A 2B5
(204) 785-5107
Fax: (204) 785-5210

Norman Region
P.O. Box 2550
The Pas, Manitoba R9A 1M4
(204) 627-8208
Fax: (204) 623-5792

Flin Flon
(204) 687-1723
Fax: (204) 687-1708

Parklands Region
3rd Floor,
Dauphin Provincial Building
27-2nd Avenue S.W.
Dauphin, Manitoba R7N 3E5
(204) 622-2344
Fax: (204) 638-3278

South/Central Region
638 Stephen Street
Morden, Manitoba R6M 1Z6
(204) 822-2865
Fax: (204) 822-2879

Thompson Region
P.O. Box 5
59 Elizabeth Drive
Thompson, Manitoba R8N 1X4
(204) 677-7275
Fax: (204) 677-6517

Westman Region
Brandon Provincial Building
340-9th Street
Brandon, Manitoba R7A 6C2
(204) 726-6336
Toll-free: 1-800-230-1885
Fax: (204) 726-6539

NOTE:

1. During registration at any child care facility, it is important to clarify if there are extra charges when parents must pick up their children late.
2. Involvement with the child care centre's board and attendance at annual general meetings is encouraged, and sometimes even required.
3. Any issues that cannot be resolved through discussion with the director may be taken to the Child Day Care Office in Winnipeg (204-945-2197) or to the coordinator of the Day Care Office.

OTHER OPTIONS FOR CHILD CARE

In-Home Care

Parents may consider hiring a caregiver to come into their homes. In addition to scanning the classified section of local newspapers, the Student Counselling Department of a local university may have a list of potential caregivers. Hiring a live-in nanny is another option. However, the following must be considered: many nannies or babysitters have no formal training; there is no one to assure the provision of quality child care and the need to have a replacement in the event of an illness of the care provider.

As a safety precaution, the caregiver or nanny can be asked to undergo a criminal record check, or child abuse registry check. Each police or RCMP detachment has different costs associated with a criminal record check but the approximate cost is $13. The Manitoba Child Abuse Registry offers free service to determine whether an individual is listed on the Registry, provided written consent has been provided. Authorization is provided by an official to the applicant, once the check is complete. More information on criminal record checks is available from local police or RCMP detachments. The Manitoba Child Abuse Registry can be contacted at:

Manitoba Child Abuse Registry
201-114 Garry Street
Winnipeg, Manitoba R3C 4V5
(204) 945-6967
Toll-free: 1-800-282-8069
Fax: (204) 948-2949
Web site: www.gov.mb.ca/fs/childfam/child_abuse_registry

EMERGENCIES

It is important that children over the age of 12 be aware of the steps to take in the event of an emergency, how to respond to telephone calls and the general rules of the house. Family resource centres can be contacted to see if they offer courses on survival skills for latch-key or home alone children. The Manitoba Safety Council's publication, ***On Your Own – A Book for Kids Learning to be at Home Alone (and Their Parents)***, is available to offer helpful hints.

The Council also offers babysitting courses or can provide instructors to interested groups. Their publication, ***Babysitter Training Student Manual***, is an excellent resource and can be purchased by groups interested in instructing the course themselves, e.g., community clubs, church groups. Babysitting skill courses are also run by some school divisions and resource centres.

NOTE: According to Manitoba law, children under the age of 12 are not to remain at home alone.

To obtain either publication, the Manitoba Safety Council can be contacted at:

Manitoba Safety Council
3-1680 Notre Dame Avenue
Winnipeg, Manitoba R3H 1H6
(204) 949-1085
Fax: (204) 956-2897
E-mail: info@mbsafety.org
Web site: www.mbsafety.org

WHEN A CHILD IS SICK

One of the biggest concerns single parents face is the illness of a child. Child care centres and family child care homes require that sick children remain at home to protect the health of other children. Registration at a child care facility includes specifying the name of a person to contact in the event of an emergency. This person should be available to care for a sick child. If there is no neighbour, friend or family member available to care for a sick child, and taking time off work or school is not possible, one option available to single parents is to advertise (in advance), in the local paper for a babysitter for emergencies.

Manitoba Child Care Association

The Manitoba Child Care Association has a resource booklet called ***Choosing with Care*** which includes checklists of what to look for and questions to ask when choosing a child care centre or home. They also have copies of the Manitoba Day Care Branch booklet, ***A Parent's Guide to Quality Child Care***. Both can be obtained free of charge.

The association can provide speakers to address community groups about issues such as Choosing With Care and Child Care As A Career.

Manitoba Child Care Association, Inc.
2nd Floor, 2350 McPhillips Street
Winnipeg, Manitoba R2V 4J6
(204) 586-8587
Toll-free: 1-888-323-4676
Fax: (204) 589-5613
E-mail: info@mccahouse.org
Web site: www.mccahouse.org

Disabilities can affect mobility and agility, as well as sight, hearing and speech. Single parenting is more complicated if the parent or the child is disabled. The following is a list of resources available to individuals with disabilities. In rural Manitoba, local services or chapters of the listed resources may be obtained from the Town Hall, or directly from the organizations listed below.

DEAF ACCESS LINES

- Government of Manitoba's Citizenship Inquiry Service — TTY (204) 945-4796
- Government of Manitoba's Telecommunications Device for the Hearing and Speech Impaired — TTY (204) 945-4796
- Manitoba Civil Service Commission — TTY (204) 945-1437
- Employment Counselling and Support Services — TTY (204) 945-2330
- Manitoba Education, Training and Youth Program and Student Services Branch — TTY (204) 945-7912
- Manitoba Family Services, Child Day Care — TTY (204) 945-3724
- Manitoba Health Services Commission — TTY (204) 774-8618
- Manitoba Human Rights Commission — TTY (204) 945-3442
- Manitoba School for the Deaf — TTY (204) 945-8934
- Manitoba Telecom Services (MTS) — (204) 942-4942
  Repair Service — TTY (204) 942-4951
  Toll-free — TTY-711 ask for 1-800-542-8703
- Red River College — TTY (204) 632-3758
- Society for Manitobans with Disabilities — TTY (204) 784-3713
- E-Quality Communication Centre of Excellence (ECCOE) — TTY (204) 452-0687
- Manitoba Hydro — TTY (204) 488-5021
- Royal Bank Information — Toll-free: TTY 1-800-661-1275

OTHER RESOURCES

Blue Line Taxi

Blue Line Taxi has two wheelchair accessible taxis. This is strictly curb-to-curb service. The taxi must be met at the front door of the building.

Blue Line Taxi
1080 Arlington Street
Winnipeg, Manitoba R3E 2G6
(204) 925-8887
Fax: (204) 774-3800

Canadian Celiac Association (Manitoba Chapter)

This association provides education and support services for people with celiac disease who must maintain a gluten-free diet.

Canadian Celiac Association (Manitoba Chapter)
P.O. Box 2543
Main Post Office
Winnipeg, Manitoba R3C 4B3
(204) 772-6979

Canadian Mental Health Association

The Canadian Mental Health Association (CMHA) is a non-profit advocacy organization focused on ensuring an improved quality of life for people with mental health problems through services, education and social action.

Canadian Mental Health Association, Winnipeg Region
432 Ellice Avenue
Winnipeg, Manitoba R3B 1Y4
(204) 982-6100
Fax: (204) 982-6128
Web site: www.cmhamanitoba.mb.ca

Canadian National Institute for the Blind

The Canadian National Institute for the Blind (CNIB) is a non-profit agency providing rehabilitation services for blind and visually impaired people including advocacy, counselling referrals and support groups. The CNIB also has offices in Brandon and Thompson.

Canadian National Institute for the Blind
1080 Portage Avenue
Winnipeg, Manitoba R3G 3M3
(204) 774-5421
Toll-free: 1-800-532-4893
TTY (204) 775-9802
Fax: (204) 775-5090
Web site: www.cnib.ca

Cerebral Palsy Association of Manitoba Inc.

The Cerebral Palsy Association of Manitoba Inc. advocates on behalf of people with cerebral palsy, maintains a resource library, loans equipment to members and organizes support groups for parents.

Cerebral Palsy Association of Manitoba
105-500 Portage Avenue
Winnipeg, Manitoba R3C 3X1
(204) 982-4842
Toll-free: 1-800-416-6166
Fax: (204) 982-4844
E-mail: office@cerebralpalsy.mb.ca

The Clubhouse of Winnipeg Inc.

The Clubhouse provides programs and support for people with psychiatric disabilities. Members work side-by-side with staff in the operation of the facility.

The Clubhouse of Winnipeg Inc.
172 Sherbrook Street
Winnipeg, Manitoba R3C 2B6
(204) 783-9400
Fax: (204) 783-9890

Council of Canadians with Disabilities

The Council of Canadians with Disabilities is a non-profit legal organization which advocates for the legal rights of Canadians with disabilities.

Council of Canadians with Disabilities
926-294 Portage Avenue
Winnipeg, Manitoba R3C 0B9
(204) 947-0303
Fax: (204) 942-4625
E-mail: ccd@pc5.mb.ca
Web site: www.pcs.mb.ca/~ccd

Fetal Alcohol Family Association of Manitoba Inc.

The Fetal Alcohol Family Association of Manitoba Inc. is a not-for-profit organization that provides advocacy, support and education to families caring for and professionals working with children and adults affected by Fetal Alcchol Syndrome (FAS), Partial Fetal Alcohol Syndrome (pFAS), Alcohol Related Neurodevelopment Disorder (ARND) and Fetal Drug Effects (FDE).

Fetal Alcohol Family Association of Manitoba Inc.
210-500 Portage Avenue
Winnipeg, Manitoba R3C 3X1
(204) 786-1847
Fax: (204) 789-9850
E-mail: fafam@mb.ca
Web site: www.fafam.ca

Handi-Helper Transit

Handi-Helper is the largest taxi-metered wheelchair van company in western Canada. It operates 24-hours a day, 365 days a year, with drivers who are uniformed and first-aid trained. The drivers come into the home, take the individual down the front steps and up to the floor of the chosen destination.

Handi-Helper Transit
1080 Arlington Street
Winnipeg, Manitoba R3E 2G6
(204) 925-8889
Fax: (204) 774-3800

Interagency Fetal Alcohol Syndrome/Effects Program

(See description of services on page 64.)

Learning Disabilities Association of Manitoba

The Learning Disabilities Association of Manitoba (LDAM) is a non-profit organization that endeavours to advance and support the well-being of persons with learning disabilities. The association provides information, referrals and education and sponsors parent and adult support groups.

Learning Disabilities Association of Manitoba
200-171 Donald Street
Winnipeg, Manitoba R3C 1M4
(204) 774-1821
Fax: (204) 788-4090
E-mail: ldamb@escape.ca

Rural LDAM office/contacts:

Brandon District
108-6th Street
Brandon, Manitoba R7A 6Y9
(204) 727-4669

Portage la Prairie District
25 Tupper Street N.
Portage la Prairie, Manitoba R1N 3K1
(204) 239-3072

Manitoba Family Services and Housing

Manitoba Family Services and Housing delivers services through regional district offices throughout the province. Two disability programs offered are the ***Supported Living Program*** and the ***Vocational Rehabilitation Program***.

The ***Supported Living Program*** provides assessment and referral to appropriate residential and support services, and also makes respite care available. Development programs are offered for adults, assistance is provided with psychiatric and behavioural counselling, and health and social concerns are addressed. Public education and consultation are also available.

The ***Vocational Rehabilitation Program*** offers a wide range of employment-focused services to help adults with disabilities prepare for obtaining and maintaining employment.

Manitoba Family Services and Housing
119-114 Garry Street
Winnipeg, Manitoba R3C 4V4
(204) 945-4974
Fax: (204) 945-5668
Web site: www.gov.mb.ca/fs

Manitoba Self-Help Clearing House Inc.

The Manitoba Self-Help Clearing House Inc. is a federation of independent, non-profit consumer organizations for people with disabilities. The clearing house facilitates public access to member organizations.

Manitoba Self-Help Clearing House Inc.
825 Sherbrook Street
Winnipeg, Manitoba R3A 1M5
(204) 975-3010
Fax: (204) 975-3073
Toll-free: 1-866-282-8041
TTY: (204) 975-3012
TTY: 1-800-225-9018
Web site: www.smd-clearinghouse.com

Member organizations include:

Arthritis Self-Help Group (204-783-4227) organizes monthly information and support meetings about rheumatic diseases, maintains an extensive lending library and produces a bi-monthly newsletter. E-mail ashgroup@mb.sympatico.ca

The Autism Society of Manitoba (204-783-9563) provides education, support and advocacy services for people with autism and pervasive development disorders.

The Canadian Hard of Hearing Association (Manitoba Chapter) (204-975-3037) advocates and organizes public awareness and training events about hearing loss, produces a quarterly newsletter, and

organizes social events for persons with hearing loss who communicate by speech. E-mail mbchha@mts.net

The Fibromyalgia Support Group (204-975-3037) offers education and information to promote the development of coping skills. It aims to facilitate awareness and acceptance of fibromyalgia within the medical community and the general public.

The Huntington Disease Resource Centre (204-772-4617) provides services for individuals and families coping with Huntington disease, organizes public awareness activities and supports research. Web site www.hsc-ca.org

The Manitoba Brain Injury Association (204-772-6979) provides support and information to persons who have sustained a brain injury, works towards prevention of brain injuries and develops services in the community, including support to families of persons with brain injuries.

The Manitoba Council for Exceptional Children (204-975-3037) is a professional organization for individuals who work with children who have special needs, including those who are gifted, disabled, or at risk of disabilities or developmental delay.

The Manitoba Down Syndrome Society (204-992-2731) provides support and information for individuals with Down syndrome and their parents and care providers.

The Manitoba Epilepsy Association (204-783-0466) organizes a monthly support group for people with epilepsy and their families, and provides information and education services to schools, medical professionals and community organizations

The Obsessive Compulsive Information and Support Centre (204-975-3037) offers support, education and information to members, their families and professionals regarding obsessive compulsive disorder.

The Parkinson Society of Canada (Manitoba Region) (204-786-2637) organizes monthly meetings for information and support, and provides an information service to families and professionals regarding Parkinson disease.

The Post Polio Network Manitoba Inc. (204-975-3037) provides information and support services to polio survivors who, over 25 years after contacting polio, have begun to experience new musculoskeletal problems. Monthly support meetings are held. The network produces a newsletter and also operates a resource library.

The Winnipeg League for the Hard of Hearing (204-975-3037) offers weekly lip-reading courses, information, peer counselling and an extensive library to help people adjust to hearing impairment.

Multiple Sclerosis Society of Canada

The Multiple Sclerosis Society (Winnipeg Chapter) provides numerous programs and information to people with M.S. and their families. There are chapters and self-help groups throughout the province.

Multiple Sclerosis Society of Canada
400-141 Bannatyne Avenue
Winnipeg, Manitoba R3B 0R3
(204) 943-9595
Toll-free: 1-800-268-7582 (Manitoba Only)
Fax: (204) 943-8444
Web site: www.mssociety.ca
E-mail: info.winnipeg@mssociety

Society for Manitobans with Disabilities Inc. (SMD)

SMD provides a wide range of services throughout Manitoba for physically disabled and deaf or hard of hearing children and adults.

Society for Manitobans with Disabilities Inc. (SMD)
Head Office
825 Sherbrook Street
Winnipeg, Manitoba R3A 1M5
(204) 975-3010
Toll-free: 1-866-282-8041
TTY (204) 975-3012
Fax: (204) 975-3073
Web site: www.smd.mb.ca
Parking permit program: (204) 975-3257

Wheel Chair Services
1111 Winnipeg Avenue
Winnipeg, Manitoba R3E 0S2
(204) 975-3257
Toll-free: 1-800-836-5551
TTY: 1-800-856-7934
Fax: (204) 975-3240

Rural and northern SMD offices:

Central Regional Office
P.O. Box 489
100-30 Stephen Street
Morden, Manitoba R6M 2G3
(204) 822-7412
Toll-free: 1-800-269-5451
TTY: 1-204-822-7412
Fax: (204) 822-7413

Eastman Regional Office
Box 20550
201-323 Main Street
Steinbach, Manitoba R5G 1Z2
(204) 326-5336
Toll-free: 1-800-497-8196
TTY (204) 346-3998
Fax: (204) 326-9762

Interlake Regional Office
382 Main Street
Selkirk, Manitoba R1A 1T8
(204) 785-9338
Toll-free: 1-888-831-4213
TTY: (204) 482-5638
Fax: (204) 785-9340

Northern Regional Office
303-83 Churchill Drive
Thompson, Manitoba R8N 0L6
(204) 778-4277
Toll-free: 1-888-367-0268
TTY (204) 778-4277
Fax: (204) 778-4461

Parkland Regional Office
P.O. Box 22
27-2nd Avenue
Dauphin, Manitoba R7N 3E5
(204) 622-2293
Toll-free: 1-800-844-2307
TTY: (204) 622-2293
Fax: (204) 622-2260

Westman Regional Office
Room 110, 340-9th Street
Brandon, Manitoba R7A 6C2
(204) 726-6157
Toll-free: 1-800-813-3325
TTY: (204) 726-6157
Fax: (204) 726-6499

Single parents may not have the training or the educational background required to earn a wage that is sufficient to support a family. In order to become economically self-sufficient, further education or training may be necessary.

Many programs are available to assist in furthering education or training. The criteria for eligibility for these programs is varied. Listed below are some information resources and program descriptions.

GOVERNMENT PROGRAMS

Employment Centres

There are 16 Employment Centres throughout Manitoba. These centres are operated by both the Provincial and Federal governments and are located in numerous communities to provide service to all Manitobans. The Federal government has specific jurisdiction over youth, Aboriginal and immigrant programs. The Provincial government addresses all other training and employment needs.

The Employment Centres provide disadvantaged individuals with the opportunity to develop basic social and employment skills necessary to become self-sufficient in the labour force. Anyone over the age of 18 who is having difficulty finding or maintaining employment may apply for assistance at any centre. There is no cost to program participants. Training allowances are available in certain components. Services provided include: employment needs assessment, employment/career counselling, job vacancy listings and links, labour market information, information on referral to employment and training services, agencies and programs, employment resource centres, computers for résumé writing and Internet job search, on-line application for student loans, faxing of résumés and cover letters and job search assistance.

Specialized Services

Additional services for eligible Manitobans: referral to sponsored projects for work experience and training, financial assistance for skills training or self-employment opportunities, work placement with wage subsidy and apprenticeship training assistance.

Eligibility criteria for specialized services: unemployed and receiving Employment Insurance benefits, or have had an EI claim within the previous 36 months, or a maternity or parental claim in the previous 60 months, job threatened, on or eligible for provincial/municipal Income Assistance, low-income parents with dependent children, legally entitled to work in Canada.

For more information, contact any of the following:

St. Boniface Employment Centre
1031 Autumnwood Drive, Unit 1
Winnipeg, Manitoba R2J 1C6
(204) 945-8341
Fax: (204) 948-2902

Winnipeg Employment Centre
391 York Avenue
Winnipeg, Manitoba R3C 0P4
(204) 945-8341
Fax: (204) 948-2956

Winnipeg Northeast Employment Centre
1122 Henderson Highway
Winnipeg, Manitoba R2G 1L1
(204) 945-8341
Fax: (204) 948-2903

Winnipeg Southwest Employment Centre
3338 Portage Avenue, Unit A
Winnipeg, Manitoba R3K 0Z1
(204) 945-8341
Fax: (204) 948-2953

Rural and northern:

Beausejour Employment Centre
20-1st Street South
Beausejour, Manitoba R0E 0C0
(204) 268-6027
Fax: (204) 268-6086

Brandon Employment Centre
102-340 9th Street
Brandon, Manitoba R7A 6C2
(204) 726-6908, 726-6909 or 726-6911
Fax: (204) 726-6912

Dauphin Employment Centre
135A-2nd Avenue N.E.
Dauphin, Manitoba R7N 0Z6
(204) 622-2096
Fax: (204) 622-2308

Flin Flon Employment Centre
111 Main Street
Flin Flon, Manitoba R8A 1J9
(204) 687-1689
Fax: (204) 623-4556

Gimli Employment Centre
62-2nd Avenue
Gimli, Manitoba R0C 1B0
(204) 642-6020
Fax: (204) 642-6024

Morden Employment Centre
158 Stephen Street
Morden, Manitoba R6M 1T3
(204) 822-2324
Fax: (204) 822-2320

Portage la Prairie Employment Centre
1016 Saskatchewan Avenue
Portage la Prairie, Manitoba
R1N 3V2
(204) 239-3085
Fax: (204) 239-3715

Selkirk Employment Centre
Unit 100, 237 Manitoba Avenue
Selkirk, Manitoba R1A 0Y4
(204) 785-5295
Fax: (204) 785-5284

Steinbach Employment Centre
321 Main Street, Main Floor
Steinbach, Manitoba R5G 1Z2
(204) 346-6057
Fax: (204) 326-6172

Swan River Employment Centre
201-4th Avenue S.
Swan River, Manitoba R0L 1Z0
(204) 734-9768
Fax: (204) 734-9768

The Pas Employment Centre
305-4th Street W.
The Pas, Manitoba R9A 1M4
(204) 627-8135
Fax: (204) 627-8135

Thompson Employment Centre
Room 118, North Centre Mall
3 Station Road
Thompson, Manitoba R8N 0N3
(204) 677-6667
Fax: (204) 677-6689

Other Resources

The ***Human Services Guide – Service Information*** is a Web site intended to provide a basic understanding of the services offered by the Government of Manitoba. Individuals can access the site to review basic eligibility criteria, frequently asked questions, related links as well as contact information for training, employment, housing, child care financial assistance, prenatal and caregiver supports and many other services provided through government.

The ***Human Services Guide*** Web site is www.gov.mb.ca/hsg

Upgrading Education

Completing a high school diploma is an effective way to improve employment opportunities or to go on to further training. Individuals under 21 year of age can return to high school anywhere in the province. Those, 19 years and over, who have been out of school may choose to go on to an Adult Learning Centre. There is no cost to attend and registration may be by semester or continuous. Contact the local Employment Centre for information on Adult Learning Centres or call the Community Learning and Youth Branch at 945-3556. Registration financial assistance may be available for eligible individuals. Contact the local Employment Centre for further information.

General Education Degree (G.E.D.)

Several special classes are offered at adult education centres, employment preparation services and community colleges to prepare for a General Education Degree (G.E.D.) test. Contact the Provincial Education Office, at 1-877-716-3889 (in Manitoba only) to receive the most current information on times and locations to write the test.

Financial Assistance

Manitoba Student Aid helps Manitobans whose finances limit their educational choices. Awards are provided in the form of Canada Student Loan, Manitoba Student Loan and Manitoba Study Assistance, all based on financial need.

Students who apply for full-time Canada Student Loans and Manitoba Student Loans are automatically considered for the Canada Millennium Scholarship Bursary and the Manitoba Bursary. Canada Study Grants are also available for students with dependents and those with permanent disabilities. Full-time students may apply on-line once a year.

Manitoba Student Aid
Manitoba Advanced Education
401-1181 Portage Avenue
Winnipeg, Manitoba R3G 0T3
(204) 945-6321
(204) 945-2313 (outside of Manitoba)
Toll-free: 1-800-204-1685
TTY 1-866-208-0689
Fax: (204) 948-3421
Web site: www.studentaid.gov.mb.ca

Rural:

Manitoba Student Aid
Westman Regional Office
400-1011 Rosser Avenue
Brandon, Manitoba R7A 0L5
(204) 726-6592
Fax: (204) 726-6599

OTHER GOVERNMENT RESOURCES

Manitoba Civil Service Commission
Human Resource Programs Branch
935-155 Carlton Street
Winnipeg, Manitoba R3C 3H8
(204) 945-2332
Fax: (204) 945-1486
Web site: www.gov.mb.ca/csc/06access

Manitoba Labour and Immigration
Settlement and Labour Market Services Branch
5th Floor, 213 Notre Dame Avenue
Winnipeg, Manitoba R3B 1N3
(204) 945-6300
Fax: (204) 948-2148
Web site: www.immigratemanitoba.com

City of Winnipeg Corporate Services
Equity and Diversity Program
Main Floor, 510 Main Street
Winnipeg, Manitoba R3B 1B9
(204) 986-2156
Fax: (204) 986-3298

COMMUNITY RESOURCES

Adolescent Parent Centre

The Adolescent Parent Centre provides academic courses at the junior and senior high level, as well as classes specific to being a pregnant or parenting adolescent which cover such topics as nutrition, prenatal and postnatal classes and child development.

Adolescent Parent Centre
136 Cecil Street
Winnipeg, Manitoba R3E 2Y9
(204) 775-5440
Fax: (204) 783-4365

Community Unemployed Help Centre

The centre provides information about Employment Insurance and advocates on behalf of clients.

Community Unemployed Help Centre
501-275 Broadway
Winnipeg, Manitoba R3C 4M6
(204) 942-6556
Toll free: 1-866-942-6556
Fax: (204) 947-9557
E-mail: cuhc@cuhc.mb.ca
Web site: www.cuhc.mb.ca

Edutech Training Centres

As the only non-profit, registered vocational school in Manitoba, this centre provides automated office and business skills training and work experience to adults to allow them to successfully compete in the clerical labour market. Programs include the Administrative Assistance Diploma and the Microsoft Office Professional/ACCPAC certificate.

Edutech Training Centres
609 Erin Street
Winnipeg, Manitoba R3G 2W1
(204) 786-6701
Fax: (204) 774-4027

Employment Projects of Winnipeg (EPW)

This government-funded, not-for-profit agency is dedicated to assisting immigrant women and men in their career search. EPW provides individual employment counselling, monthly workshops for immigrant professionals and workshops for the trades and entry level positions.

A pre-employment/vocation upgrading program for adult learners called Bridges to Employment is offered which focuses on: upgrading in reading, writing and math, employment preparation, self-esteem, assertiveness and self-confidence, introduction to computer skills and labour market information. This program is offered twice a year and is open to all individuals with a minimum seven years schooling.

EPW provides assistance with resume and cover letter, interview skills, marketing yourself and job search, etc. The agency has Employer Liaison specialists who work with companies, communicating available positions to counseling staff for client referral. EPW offers free introductory computer courses in Windows XP, Word, Excel, PowerPoint and Internet. EPW has a resource area with computers and internet access, a job board and will fax resumes and job applications. There are no fees for services provided. To make an appointment, call 949-5300.

Employment Projects of Winnipeg
990-167 Lombard Avenue
Winnipeg, Manitoba R3B 0V3
(204) 949-5300
Fax: (204) 944-9918
E-mail: epw@epwinc.mb.ca
Web site: www.epw.ca

Journey's Adult Education Centre

The Journey's Adult Education Centre offers a literacy program, academic upgrading and GED preparation for adults 18 years and up through individualized programming.

Journey's Adult Education Centre
207-83 Sherbrook Street
Winnipeg, Manitoba R3C 2B2
(204) 987-2646
Toll-free: 1-866-471-2646
Fax: (204) 779-9671
E-mail: journeys@journeys.mb.ca
Web site: www.journeys.mb.ca

New Directions For Children, Youth, Adults and Families, Inc.

This agency is concerned with the developmental potential of families and offers counselling, educational and vocational programs. New Directions has programs on a variety of issues. For more information, call 786-7051 and the appropriate extension.

Training Resources for Youth (TRY), ext. 256

This pre-employment program for youth (16-19 years) includes in-class, life skills and job search training, work experience, counselling, tutorials and upgrading.

Resources for Adolescent Parents (RAP), ext. 241

This program for under 18 year old pregnant/parenting teens includes academics, pre/postnatal education and care, parenting, job search skills, cultural programming and counselling to 16 and 17 year old single mothers.

Transition, Education and Resources for Females (TERF), ext. 302

TERF is a transition program for young women and transgendered individuals (14-17) and 18 and over, who have been sexually exploited through prostitution. Services include counselling, life skills training, work experience, academic credits, skill development, mentor program for high-risk children and youth (18 and under) and help with some basic needs.

JobSolution, ext. 319

This program assists adults (18-29) to increase their personal and employment skills and to secure employment or relevant training.

Other programs include:

Alternative Solutions (Day Services), 888-6149
BRIDGES (long-term residential program), 786-7051
Community Treatment Centres, 786-7051
Empowering People in the Community (EPC) (supports for independence), 786-7051
Families Affected by Sexual Assault, 786-7051
Family Therapy Program, ext. 262
Manitoba Learning Centre, ext. 225
Oba Waanaan, Counselling Parents in the Community, ext. 374
Project Opikihiwawin, 786-7051 (see page 149)
Regional Specialized Foster Care
Support Group for Parents of High Risk Youth Program, ext. 303
Treatment Resources and Individualized Living Supports (TRAILS), ext. 229

New Directions For Children, Youth, Adults and Families, Inc.
400-491 Portage Avenue
Winnipeg, Manitoba R3B 2E4
(204) 786-7051
Fax: (204) 774-6468

Opportunities for Employment

Opportunities for Employment is a program designed to give people the tools and support needed to find full-time, long-term employment. Programs offered are: Preparing for Employment Programs, Job Preparation Classes, personal job search assistance, résumé services and short-term training opportunities.

Opportunities for Employment
2nd Floor, 352 Donald Street
Winnipeg, Manitoba R3B 2H8
(204) 925-3490
Fax: (204) 925-3499
E-mail: ofe@ofe.ca
Web site: www.ofe.ca

Osborne Village Resource Centre

This resource centre offers a wide range of resources to help people move from unemployment, underemployment and fragile employ-

ment. Career counselling is available, as well as assistance in résumé development. The Centre offers computer training and upgrading, free public Internet access, free voice mail boxes, referral service and resource library. Services are mainly individual-based and unstructured, providing a non-threatening environment for participants.

Osborne Village Resource Centre
Unit 1, 107 Osborne Street
Winnipeg, Manitoba R3L 0C3
(204) 989-6503
Fax: (204) 477-0903
Web site: www.ovrc.ca

Reaching Equality Employment Services

Reaching Equality Employment Services provides employment counselling service for physically disabled persons.

Reaching Equality Employment Services
305-1200 Portage Avenue
Winnipeg, Manitoba R3G 0T5
(204) 947-1609
TTY (204) 947-3480
Fax: (204) 947-2932
E-mail: rees@escape.ca
Web site: www.re-es.org

Red River College ACCESS Model Programs

The Red River College ACCESS Programs facilitate admission to various college programs by low-income individuals with priority given to Aboriginal, Métis and Inuit people and recent immigrants. The programs offer entry into Business Administration Integrated, College Preparation for Nursing (incorporating the Southern Nursing Program) and other certificate or diploma day programs.

Red River College
ACCESS Model Programs
F210-2055 Notre Dame Avenue
Winnipeg, Manitoba R3H 0J9
(204) 632-2180
Toll-free: 1-888-515-7722
Fax: (204) 633-1437
Web site: www.rrc.mb.ca

SEED Winnipeg Inc.

SEED is a non-profit organization that assists low-income individuals and groups to start small businesses. Services are free of charge and include training, consulting, business planning assistance, access to loans. Call to register for orientation, held every second Thursday.

SEED Winnipeg Inc.
400B Logan Avenue
Winnipeg, Manitoba R3A 0A1
(204) 927-9935
Fax: (204) 927-9930
E-mail: info@seedwinnipeg.ca
Web site: www.seedwinnipeg.ca

Social Skills Re-entry Program

The Social Skills Re-Entry Program is open to individuals ages 18 and up and provides assistance with résumé and job search skills, employer contacts, as well as other programs.

Social Skills Re-entry Program
201-583 Ellice Avenue
Winnipeg, Manitoba R3B 1Z7
(204) 774-1749
Fax: (204) 774-1740

Taking Charge! Inc.

Taking Charge! provides services to help single parents on social assistance become self-sufficient. Those eligible for participation are single parents in receipt of, or eligible for, social assistance.

On-site services include: career and vocational counselling, Taking Care! child and parent development centre, computer lab-classes and tutorials, personal development workshops, peer support, Clothes Closet and job search support.

Programs include:

Literacy/Academic Upgrading – Participants can access General Educational Development (GED), basic literacy, high school credits or English as a Second Language (ESL) on-site or off-site.

Skills Training – Participants who have selected a career path and who meet basic requirements may choose to enter training programs offered through Taking Charge! Inc.

Customized Training – If training is unavailable in a chosen skill area, participants can pursue training specific to their needs.

Taking Charge! Inc.
765 Portage Avenue
Winnipeg, Manitoba R3B 0N2
(204) 925-1100
Fax: (204) 925-1105
Web site: www.takingcharge.org

William Norrie Centre

Bachelor of Education and Bachelor of Social Work (full-time and part-time) programs are offered for those wishing accreditation in these fields and requiring financial assistance to achieve this. Those who are 21 years of age, a resident of Winnipeg, representative of the inner-city population, in need of academic and personal support, a landed immigrant or Canadian citizen may be eligible to apply. Information sessions are held several times a year.

William Norrie Centre
Inner City Social Work Program and
WEC-Education Program
485 Selkirk Avenue
Winnipeg, Manitoba R2W 2M6
(204) 668-8160
Fax: (204) 663-8857
Web site: www.uwinnipeg.ca/academic/as/education/wec.htm
www.umanitoba.ca/faculties/social_work/degrees/wecinfo.htm

Winnipeg Adult Education Centre

The centre provides academic upgrading at the high school level on a full or part-time basis for adults who have been out of school for at least six months.

Winnipeg Adult Education Centre
310 Vaughan Street
Winnipeg, Manitoba R3B 2N8
(204) 947-1674
Fax: (204) 956-5049
Web site: www.wsdl.org/waec

Winnipeg Transition Centre

The Winnipeg Transition Centre provides support and information on job search techniques to unemployed individuals who are actively seeking employment and covers such issues as résumé writing, how to conduct yourself in an interview, and role playing in related job situations.

Winnipeg Transition Centre
1836 Main Street
Winnipeg, Manitoba R2V 3H2
(204) 338-3899
Fax: (204) 338-4299
E-mail: info@winnipegtransitioncentre.com
Web site: www.winnipegtransitioncentre.com

Y.E.S. Youth Employment Services Manitoba Inc.

This agency provides employment-related information and job search assistance to unemployed, at-risk youth between the ages of 16 to 29. Services include employment counselling and career planning, job search seminars and resources, direct marketing services, community partnerships, advocacy and referrals.

Y.E.S. Manitoba Inc.
614-294 Portage Avenue
Winnipeg, Manitoba R3C 0B9
(204) 987-8661
Fax: (204) 942-8262
Web site: www.youthemploymentservices.com

YouthPATH

For those between the ages of 15 and 30, this federal web site provides quick and easy access to youth-related information and services about: jobs and education, travel, health and wellness, your neighbourhood, the Youth Employment Strategy and more.

The YouthPATH web site was created by Canadian youth for youth. It can also be accessed by visiting the local Human Resource Centre of Canada, Service Canada Centre or neighborhood library.

YouthPATH
1031 Autumnwood Drive
Winnipeg, Manitoba R2J 1C6
Toll-free: 1-800-935-5555 (Youth Info-Line)
1-800-622-6232 (information on Government of Canada programs and services)
Web sites: www.youth.gc.ca, www.canada.gc.ca

Dealing with all the responsibilities of single parenting is a tremendous workload, so it is important to look after one's physical health and emotional well-being. Poor health may lead to weariness, irritability and depression. Many parents look after their children's health needs while ignoring their own.

FINDING A DOCTOR

There is an extensive listing of medical resources in this section. It is wise to "shop around" for the most appropriate health care provider in order to establish a comfort level with both the physician and the services related to one's individual needs. This includes finding a physician who is sensitive and looks after patients' well-being to the best of his or her ability.

Family Doctor Connection
(204) 786-7111
Toll-free (province-wide): 1-866-690-8260

Family physicians provide patient-centred, continuous care and can direct patients to other required health services. The Family Doctor Connection phone line connects Manitobans with family physicians who are accepting new patients. Available Monday-Friday from 8:30 a.m. – 4:30 p.m. Service in French and English.

HEALTH TIPS

Eye Care

An appointment may be made with a nearby optometrist or ophthalmologist. Those individuals on social assistance may obtain eyeglasses through any optician or optical supplier. It is not necessary to purchase glasses at the same location where the eye exam takes place.

Dental Care

Social assistance recipients' basic dental care is covered on their medical card. If one is on social assistance, the dentist **must** seek prior approval before doing any treatment.

Dental College at the University of Manitoba

Social assistance recipients and others may get their names on a waiting list for non-emergency treatment by calling the office at the Dental College of the University of Manitoba and filling out the registration form. Most dental fees at the College are approximately 50% of the regular fee charged by dentists practising elsewhere.

Dental College at the University of Manitoba
790 Bannatyne Avenue
Winnipeg, Manitoba R3E 0W2
(204) 789-3505

Prescription Drugs

Prescription drugs are covered on Social Allowance Health Services cards.

Income-Based Pharmacare Program

The Income-Based Pharmacare Program ensures that those with low incomes, and those with high drug costs in relation to their income, receive the most benefit. Minimum deduction is $100. To apply, a Pharmacare Application/Consent Authorization must be completed. This form is available at any pharmacy in Manitoba or at www.gov.mb.ca/health/pharmacare/index.html. Customer service representatives are available to help with the forms.

Manitoba Health
300 Carlton Street
Winnipeg, Manitoba R3B 3M9
(204) 786-7141
Toll-free: 1-800-297-8099
Fax: (204) 786-6634

Health Insurance

Parents who are working or studying, and are not on social assistance, may wish to take out health insurance or continue the insurance that their spouses have been paying.

Manitoba Blue Cross

Manitoba Blue Cross provides supplementary health care plans for medical expenses not covered by Manitoba Health through two basic plans: Medi-Blue or Plus Plan. Their brochures list the services and fees involved.

Manitoba Blue Cross
Main Level, Polo Park
Mail: Box 1046
Winnipeg, Manitoba R3C 2X7
(204) 775-0151
Toll-free: 1-800-873-2583
Fax: (204) 786-5965
Web site: www.mb.bluecross.ca

HEALTH RESOURCE CENTRES AND SERVICES

The following lists of health resource centres provide a variety of services.

Adolescent Health Services (Children's Hospital)

Adolescent Health Services at Children's Hospital provides health care for adolescents, including preventive and treatment of sexually transmitted diseases, birth control, pregnancy testing and counselling and general medical care.

Transportation assistance is available in urgent situations. After-hours and weekend services for urgent situations are provided by Children's Hospital Emergency Department.

Adolescent Health Services
Children's Hospital
840 Sherbrook Street
Winnipeg, Manitoba R3A 1S1
(204) 787-2401
Fax: (204) 787-1468

Adolescent Health Services (Women's Hospital)

Adolescent Health Services at Women's Hospital provides counselling for unplanned pregnancy, prenatal and postnatal care, counselling and support.

Adolescent Health Services
Women's Hospital
735 Notre Dame Avenue
Winnipeg, Manitoba R3E 0L8
(204) 787-1781

Aikins Street Community Health Centre

The centre provides medical care for children, teens, adults and seniors. Services include birth control, confidential pregnancy testing and counselling, prenatal classes, midwives support, immunization, parenting and nutrition information and dental care for children 2-17 years.

Aikins Street Community Health Centre
601 Aikins Street
Winnipeg, Manitoba R2W 4J5
(204) 940-2025
Fax: (204) 940-2069

Birth Roots Doula Collective

This collective of women trained as labour companions informs, empowers and supports women and their families before, during and after the birth of their child. A sliding fee scale is available.

Birth Roots Doula Collective
Box 3661
Redwood Postal Outlet
Winnipeg, Manitoba R2W 3R4
(204) 792-6769
E-mail: info@birthrootsdoulas.com
Web site: www.birthrootsdoulas.com

Communications, Marketing and Consultation Directorate, Health Canada

The directorate provides free pamphlets and booklets on smoking, nutrition, breastfeeding, sexually transmitted diseases (STDs), fitness and child safety.

Communications, Marketing and Consultation Directorate, Health Canada
391 York Avenue, Suite 425
Winnipeg, Manitoba R3C 0P4
(204) 983-2508
Fax: (204) 983-3972

Health Action Centre

Health Action Centre provides dental and medical care including physical checkups, pregnancy testing, care during pregnancy and immunizations. Information and treatment are available for sexually transmitted diseases. Other services include education and counselling on nutrition, family planning and parenting support. New clients must reside in postal code areas R3A, R3B or R3C.

Health Action Centre
425 Elgin Avenue
Winnipeg, Manitoba R3A 1P2
(204) 947-1626
Fax: (204) 942-7828

Health Links

This phone line, staffed by experienced registered nurses, provides health information, assistance with health care decisions, resource identification and referral, professional health status assessment and follow-up. Available 24-hours/day, seven-days/week.

Health Links
(204) 788-8200
Toll-free: 1-888-315-9257 (Manitoba only)

Hope Centre Health Care Inc.

Hope Centre Health Care provides pregnancy testing, prenatal and postnatal counselling, preparation-for-baby classes, family planning, a medical clinic, treatment of sexually transmitted diseases and crisis help. Home visits are supplied by Aboriginal community workers and counselling is available.

Hope Centre Health Care Inc.
240 Powers Avenue
Winnipeg, Manitoba R2W 5L1
(204) 589-8354
Fax: (204) 586-4260
E-mail: HopeCe@mts.net

Interagency Fetal Alcohol Syndrome (FAS) Program

The Interagency FAS Program provides services to birth, foster and adoptive families in Winnipeg with children (six years and under) who have been prenatally exposed to alcohol/drugs. They work with families to increase their knowledge of FAS to promote healthy child development, also with day cares and schools to increase their understanding of alcohol-related disabilities. Home-based counselling services provide support, advocacy and an awareness of community resources for families. Involvement is voluntary and offered at no cost. Referrals come from community services, the diagnostic clinic and families themselves. Program staff also give presentations to community agencies.

The Interagency Fetal Alcohol Syndrome (FAS) and Effects (FAE) Program
49-476 King Street
Winnipeg, Manitoba R2W 3Z5
(204) 582-8658
Fax: (204) 586-1874
E-mail: itafas@mb.sympatico.ca

Fetal Alcohol Syndrome Information Line

Toll-free (in Manitoba): 1-866-877-0050
The phone line provides information on alcohol-related disabilities and challenges in a confidential, non-judgmental manner.

Jane's Clinic

The Jane's Clinic offers abortion and birth control counselling.

Jane's Clinic
883 Corydon Avenue
Winnipeg, Manitoba R3M 0W7
(204) 477-1887
Fax: (204) 477-1888

KLINIC Community Health Centre

KLINIC offers counselling services, as well as suicide and crisis intervention. Sexual assault, family violence, incest, sexual abuse and sexual harassment are some of the issues dealt with in counselling. Seniors' services are available. Primary health care services include obstetrics, pediatrics and counselling. Family planning and birth control, nutrition and dietitian services, prenatal education and other education services are also provided. Free birth control may be provided on the basis of need.

A drop-in counselling service is now also available in the communities of Seven Oaks/Inkster, St. Vital/Fort Garry, St. James Assiniboia/Assiniboine South and Transcona/River East/Elmwood. This free service for youth (13+), men, women and seniors is on a first-come, first-seen basis.

KLINIC Community Health Centre
870 Portage Avenue
Winnipeg, Manitoba R3G 0P1
Medical Care: (204) 784-4090
Evolve: (204) 784-4070
Community Drop-in Counselling: (204) 784-4067
Teen KLINIC: (204) 784-4090 (4:30-8:00 p.m. Monday)
24-Hour Manitoba Suicide Line: 1-877-435-7170
24-Hour Crisis Line: (204) 786-8686
Toll-free: 1-888-322-3019
24-Hour Sexual Assault Crisis Line: (204) 786-8631
Toll-free: 1-888-292-7565
TTY (204) 784-4097
Fax: (204) 772-7998
E-mail: klinic@klinic.mb.ca
Web site: www.klinic.mb.ca

Laurel Centre

The centre provides individual and group counselling to women who have experienced childhood or adolescent sexual abuse and want to resolve the long-term effects which may include addiction problems.

Laurel Centre
62 Sherbrook Street
Winnipeg, Manitoba R3C 2B3
(204) 783-5460
Fax: (204) 774-2912

Manitoba Association for Childbirth and Family Education (MACFE)

The Manitoba Association for Childbirth and Family Education offers childbirth preparation classes, as well as a volunteer labour companion program (doula services) and a lending library for members and clients.

Manitoba Association for Childbirth and Family Education (MACFE)
P.O. Box 33023
1485 Portage Avenue
Winnipeg, Manitoba R3G 3N4
(204) 475-1865
Web site: www.manitobachildbirth.ca

Mount Carmel Clinic

Mount Carmel Clinic offers primary health care, birth control, reproductive health and pregnancy counselling, confidential testing and treatment for sexually transmitted diseases, immunization, nutrition counselling, health education, prenatal and postnatal care and other medical services. The cost of prescription drugs and dental services are based on the patient's ability to pay. Also offered are prenatal classes, home visits, a milk supplement program and counselling. Cross-cultural services are available.

Mount Carmel Clinic
886 Main Street
Winnipeg, Manitoba R2W 5L4
(204) 582-2311
Fax: (204) 582-1341

Nine Circles Community Health Centre

This centre is the site of five organizations.

AIDS Shelter Coalition of Manitoba, Inc. provides support and education in the areas of housing rights and responsibilities, nutrition, education and employment rights.

Kali Shiva AIDS Services provides non-medical support services for people living with HIV/AIDS in Winnipeg.

The Manitoba Aboriginal AIDS Task Force Inc. provides education, training and program development and conducts social research on HIV/AIDS. Through partnerships with Aboriginal and non-Aboriginal agencies, MAATF ensures Aboriginal people living with or affected by HIV/AIDS have access to information, resources and services.

Village Clinic provides client services and education to people infected with, affected by or at risk of HIV/AIDS. (Founded in 1984 as the Winnipeg Gay/Lesbian Health Centre.)

The Sexually Transmitted Disease (STD) Team is a group of Public Health Nurses, dedicated to the prevention and control of STD, including HIV, in Winnipeg. Activities include: prevention, education in schools, community agencies, correctional facilities and with individuals, case management and contact tracing to reduce the incidence of STD.

Nine Circles Community Health Centre
705 Broadway
Winnipeg, Manitoba R3G 0X2
(204) 940-6000
Fax: (204) 940-6027 (administrative)
Fax: (204) 940-6003 (medical)
E-mail: ninecircles@ninecircles.ca

Nor'West Co-op Community Health Centre

This centre provides health and medical services including prenatal care, nutrition and lifestyle counselling, an Aboriginal health program, Well Baby Clinic, Teen Clinic, Parenting Group, counselling for women experiencing abuse, a mentor program for pregnant women or new mothers struggling with alcohol/drug abuse and a child care program.

Nor'West Co-op Community Health Centre
103-61 Tyndall Avenue
Winnipeg, Manitoba R2X 2T4
(204) 633-5955
Fax: (204) 632-4666

Pediatric Health Services

Pediatric Health Services at Children's Hospital offers health care for newborns and children up to age 16. Speciality clinic services are available on consultation from other health care providers. Transportation assistance is provided in urgent situations. After-hours and weekend services for urgent situations are provided by the Children's Emergency Department.

Pediatric Health Services
Children's Hospital
840 Sherbrook Street
Winnipeg, Manitoba R3A 1S1
(204) 787-2401
Fax: (204) 787-1468

Pregnancy Crisis Centre of Manitoba

The Pregnancy Crisis Centre of Manitoba provides free pregnancy testing, information and counselling on pregnancy, information on prenatal and infant care, clothing for mother and baby, referral and assistance on adoption, finances, medical care and group or individual support for post-abortion trauma.

Pregnancy Crisis Centre of Manitoba
650 Broadway
Winnipeg, Manitoba R3C 0X3
(204) 772-1923
24-Hour Crisis Line: (204) 772-2828
Post Abortion Support: (204) 772-2828
Fax: (204) 772-2094

Pregnancy and Family Support Services Inc.

Pregnancy and Family Support Services Inc. will provide pregnancy testing and counselling for families, couples and individuals. Counselling and referrals to resources are provided for family planning, physical and sexual abuse, rape, post-abortion and post-partum stress.

Limited supplies for babies available for emergency situations.

Pregnancy and Family Support Services Inc.
555 Spence Street
Winnipeg, Manitoba R3B 2R9
(204) 772-9091
Information and consultation
Fax: (204) 774-2161
E-mail: pfss@mts.net

Sage House

Sage House, a street women's health, outreach and resource service, offers a welcoming, safe environment, meals, laundry and baths, free condoms, needles, health education and medical care on-site during drop-in hours.

Sage House
50 Argyle Street
Winnipeg, Manitoba R3B 0H6
(204) 943-6379
E-mail: sagehouse@mts.net

Serena Manitoba Inc.

Serena Manitoba Inc. offers education in fertility awareness and instruction in methods of natural family planning to couples and individuals.

Serena Manitoba Inc.
Misericordia Education Resource Centre
Misericordia Hospital
317-691 Wolseley Avenue
Winnipeg, Manitoba R3C 1A2
(204) 783-0091
E-mail: serenamb@mts.net

Sexuality Education Resource Centre (SERC) Manitoba

These centres act as advocates, educators and facilitators on issues related to sexuality and reproductive health. Community education programs address such issues as family life education, contraception, maternal/child health, adolescent development and prevention of sexually transmitted diseases and HIV/AIDS. Programming for immigrant/refugee communities is available (Winnipeg only).

Sexuality Education Resource Centre (SERC) Manitoba
2nd Floor, 555 Broadway Avenue
Winnipeg, Manitoba R3C 0W4
(204) 982-7800
Fax: (204) 982-7819
Web site: www.serc.mb.ca

Sexuality Education Resource Centre (SERC) Manitoba
719 Rosser Avenue
Brandon, Manitoba R7A 0K8
(204) 727-0417
Fax: (204) 729-8364

The ***Facts of Life Line*** is an information and referral telephone line that is province-wide, toll-free, confidential, anonymous and non-judgemental. It operates Tuesday and Thursday from 12:00 noon to 4:00 p.m.

Facts of Life Line: (204) 947-9222
Toll-free: 1-800-432-1957

Villa Rosa

Villa Rosa provides residence, medical care, education and counselling to single women and youth who are pregnant or have recently delivered their babies. Programs address communication skills, exploring adoption, anger management, living skills, self-awareness, prenatal care, child development, parenting skills and personal growth for residents and non-residents. Outreach, support groups, individual counselling, labour companionship and follow-up programs are offered. Villa Rosa also provides postnatal courses to prepare young moms for independent living in the community.

Villa Rosa
784 Wolseley Avenue
Winnipeg, Manitoba R3G 1C6
(204) 786-5741
Fax: (204) 786-1077
E-mail for intake enquiries: intake@villarosa.mb.ca
Web site: www.villarosa.mb.ca

Women's Health Clinic

Women's Health Clinic offers Manitoba women community-based health care services and programs provided by female physicians, nursing practitioners, nutritionists, counselors and client service workers. Services include: pregnancy testing, birth control and unplanned pregnancy counselling, abortion referral, HIV/AIDS testing and counselling, and diagnosis and treatment of sexually transmitted diseases. Free birth control supplies are available to those in financial need. Free and low-cost general counselling and free teen counselling services are available. Support groups and educational resources are offered on such topics as weight preoccupation, endometriosis and smoking cessation.

Women's Health Clinic also operates a teen clinic Thursdays from 3:30 p.m. to 8:00 p.m.

Women's Health Clinic
3rd Floor, 419 Graham Avenue
Winnipeg, Manitoba R3C 0M3
(204) 947-1517
Fax: (204) 943-3844
Web site: www.womenshealthclinic.org

Women's Hospital Breastfeeding Service

Information and help to breastfeed are often needed. The breastfeeding service provides free daily access to a lactation consultant from 8:00 a.m. – 4:00 p.m. and a breastfeeding clinic every Thursday (1:00 – 3:00 p.m.). After 4:00 p.m., call Health Links at 788-8667.

No appointments necessary.

Women's Hospital Breastfeeding Service
2nd Floor, Women's Hospital
735 Notre Dame Avenue
Winnipeg, Manitoba R3E 0L8
(204) 787-1166

Young Parents Resource Centre

The Young Parents Resource Centre provides support to youth, teens who are pregnant and young parents. Services include sex education, individual counselling, parenting group programs, drop-ins and a video and book lending library.

Young Parents Resource Centre
110 Saskatchewan Avenue W.
Portage la Prairie, Manitoba R1N 0M1
(204) 857-9011
Fax: (204) 925-3709
E-mail: youngparentsre@mts.net
Web site: www.yprc.mb.ca

Youville Centre St. Boniface

This nurse-managed health centre offers information and counselling on health issues to individuals, couples and families. Programs include a drop-in prenatal program, the Nobody's Perfect Parenting Program and a parent support group.

Youville Centre St. Boniface
33 Marion Street
Winnipeg, Manitoba R2H 0S3
(204) 233-0262
Fax: (204) 233-1520
Web site: www.youville.ca

Youville Centre St. Vital

Nurses, a counselor and a nutritionist address such issues as managing life's changes, parenting and pregnancy, smoking cessation and living with chronic illness. It's Your Choice is an education and support program for pregnant adolescents and their families in St. Vital.

Youville Centre St. Vital
6-845 Dakota Street
Winnipeg, Manitoba R2M 5M3
(204) 255-4840
Fax: (204) 255-4903
Web site: www.youville.ca

WINNIPEG REGIONAL HEALTH AUTHORITY – PUBLIC HEALTH SERVICES

Public Health Services focus on health promotion and the prevention of disease and injuries. The range of services support people throughout their lives and are delivered in their homes and in their neighbourhoods. The public health care team includes public health nurses, community nutritionists, BabyFirst home visitors, immunization nurses and medical officers of health. The Winnipeg Health Region is divided into 12 community areas, each of which has a community office that can provide information about services available.

Public Health Offices

Winnipeg Region

Assiniboine South
(204) 940-2005

Downtown (Hargrave)
(204) 940-2274

Downtown (Elgin)
(204) 940-3160

East Kildonan, River East
(204) 940-2030

Fort Garry
(204) 940-2015

Inkster
(204) 940-2020

Point Douglas
(204) 940-2025

River Heights
(204) 940-2000

St. Boniface
(204) 940-2035

St. James/Assiniboia
(204) 940-2040

St. Vital
(204) 940-2045

Transcona
(204) 940-2055

West Kildonan/Seven Oaks
(204) 940-2050

Brandon Regional Health Authority Inc.

Brandon
(204) 571-8408

Burntwood Regional Health Authority Inc.

Gillam
(204) 652-2636

Leaf Rapids
(204) 473-2441

Lynn Lake
(204) 356-2474

Pikwitonei
(204) 458-2402

Thicket Portage
(204) 286-3254

Thompson
(204) 677-5350

Wabowden
(204) 689-2600

Regional Health Authority Central Manitoba Inc.

Altona
(204) 324-6460

Carman
(204) 745-3811

Elie
(204) 353-2043

MacGregor
(204) 685-2984

Morden/Winkler
(204) 331-8841

Morris
(204) 746-2370

Pilot Mound
(204) 825-2466

Portage la Prairie
(204) 239-3070

Rosenort
(204) 746-8885

Sanford
(204) 736-2388

Seven Regions Centre
(Gladstone)
(204) 385-3088

Somerset
(204) 774-2073

St. Jean
(204) 758-3031

Churchill Regional Health Authority Inc.

Churchill
(204) 675-8318

Interlake Regional Health Authority Inc.

Arborg
(204) 376-5559

Ashern
(204) 768-2585

Eriksdale
(204) 739-2161

Fisher Branch
(204) 372-8703

Gimli
(204) 642-6051

Gypsumville
(204) 659-4534

Hodgson
(204) 372-8703

Lundar
(204) 762-5469

Riverton
(204) 378-2460

St. Laurent
(204) 646-2504

Selkirk
(204) 785-5257

Stonewall
(204) 467-4400

Teulon
(204) 886-4065

Marquette Regional Health Authority Inc.

Birtle
(204) 842-3399

Carberry
(204) 834-3262

Erickson
(204) 636-2501

Hamiota
(204) 764-2412

Minnedosa
(204) 867-3817

Neepawa
(204) 476-2341

Rivers
(204) 328-5222

Rossburn
(204) 859-2485

Russell
(204) 773-2761

Shoal Lake
(204) 759-2686

Nor-Man Regional Health Authority Inc.

Cormorant
(204) 357-2161

Cranberry Portage
(204) 472-3338

Easterville
(204) 329-2212

Flin Flon
(204) 687-1700

Grand Rapids
(204) 639-2215

Moose Lake
(204) 678-2252

Sherridon
(204) 468-2012

Snow Lake
(204) 358-2637

The Pas
(204) 627-8242

North Eastman Health Association Inc.

Beausejour
(204) 268-7463

Bissett
(204) 277-5217

Lac du Bonnet
(204) 345-8647

Manigotagan
(204) 363-7202

Oakbank
(204) 444-2227

Pine Falls
(204) 367-4441

Prawda
(204) 426-2137

Seymourville
(204) 363-7447

Whitemouth
(204) 348-7191

Parklands Regional Health Authority Inc.

Dauphin
(204) 638-2118

Ethelbert
(204) 742-4400

Pine River
(204) 263-2612

Roblin
(204) 937-2151

Ste. Rose
(204) 447-4080

Swan River
(204) 734-6603

Waterhen
(204) 628-3329

South-Eastman Health/Santé Sud-Est Inc.

Dominion City
(204) 427-3460

Lorette
(204) 878-5000

Ste. Anne
(204) 422-8817

St. Pierre-Jolys
(204) 433-7636

Sprague
(204) 437-3015

Steinbach
(204) 346-6123

Vita
(204) 425-3859

South Westman Regional Health Authority Inc.

Baldur
(204) 535-2443

Boissevain
(204) 534-2451

Deloraine
(204) 747-2551

Glenboro
(204) 827-2005

Killarney
(204) 523-4667

Melita
(204) 522-8177

Reston
(204) 877-3925

Souris
(204) 483-2121

Virden
(204) 748-2321

Wawanesa
(204) 824-2821

PROBLEMS – MISUNDERSTANDINGS?

For a problem or misunderstanding arising between a patient and a doctor that cannot be resolved, assistance can be sought from the College of Physicians and Surgeons of Manitoba. They have a valuable brochure (also available on their Web site) called ***The Complaints Process – A Guide for Manitobans***, which describes in detail the process for filing formal complaints and appealing a decision.

The College of Physicians and Surgeons of Manitoba
1000-1661 Portage Avenue
Winnipeg, Manitoba R3J 3T7
(204) 774-4344
Toll-free: 1-877-774-4344
Fax: (204) 774-0750
Web site: www.cpsm.mb.ca

SUBSTANCE AND GAMBLING DEPENDENCY

Stress or problems may cause a person to use a drug or another addictive substance. A drug is any substance other than food that, when taken into the body, may cause a change in the way the body would normally function. The continual use of a drug to avoid problem resolution may lead to chemical dependency.

Similarly, some people may become dependent on excessive gambling and the long-term financial impact can be devastating. Individuals or affected family members can access support to deal with problems due to drug, alcohol or gambling dependencies.

Addictions Foundation of Manitoba (A.F.M.)

The Addictions Foundation of Manitoba (A.F.M.) is the provincial authority responsible for providing prevention and treatment programs related to the misuse of alcohol, drugs, other chemicals substances or with gambling. A.F.M. also conducts research into the negative effects of substance abuse and promotes the health and well-being of Manitobans.

For more information, contact:

Addictions Foundation of Manitoba (A.F.M.)
1031 Portage Avenue
Winnipeg, Manitoba R3G 0R8
General Inquiries: (204) 944-6200
Gambling Help Line: (204) 944-6382
Toll-free: 1-800-463-1554
Web site: www.afm.mb.ca

Winnipeg Region

The Winnipeg Region of A.F.M. offers services relevant to rehabilitation, after-care, the workplace, prevention and education, community education, gambling, family intervention, adolescent counselling, treatment, training and consultation and impaired driving.

Programs include a primary care unit, residential treatment for men and women, day programs, children and youth programs.

Affected Persons Program
(204) 944-6200

Family Services Program
(204) 944-6229

Impaired Drivers' Program
(204) 944-6290

Community education
(204) 944-6260

Gambling services
(204) 944-6368

Library
(204) 944-6233

Treatment services
(204) 944-6200

Workplace services
(204) 944-6260

Youth programs
(204) 944-6235

Addictions Foundation of Manitoba – Women's Centre

A.F.M. Women's Centre provides preventive education, assessment and treatment to women with addiction problems. A referral is not necessary and there is no fee for service. Intake, assessment services and group orientation are available by registering at the Women's Centre. Individual assessments are also available.

Non-residential and residential treatment programs are offered, each with after-care group support. Co-ed day or evening programs, workshops, presentations and groups for family members affected by addiction are available.

Addictions Foundation of Manitoba
Women's Centre
586 River Avenue
Winnipeg, Manitoba R3L 0E8
(204) 944-6229
E-mail: family@afm.mb.ca

Rural offices:

A.F.M. Ashern

Locations served: Gypsumville, Ericksdale, Lundar, St. Laurent, Lake St. Martin, Fairford and surrounding areas.

A.F.M. Ashern
43 Railway Avenue
P.O. Box 518
Ashern, Manitoba R0C 0E0
(204) 768-3515

A.F.M. Beausejour

Locations served: Beausejour, La Broquerie, Lac du Bonnet, Niverville, Pinawa, Pine Falls, St. Pierre-Jolys, Ste. Anne, Steinbach, Whitemouth and surrounding areas.

A.F.M. Beausejour
Provincial Building
1st Street
Beausejour, Manitoba R0E 0C0
(204) 268-6166

A.F.M. Gimli

Locations served: Arborg, Fisher Branch, Gimli, Riverton, Stonewall, Teulon, Winnipeg Beach and surrounding areas.

A.F.M. Gimli
Johnson Memorial Hospital
P.O. Box 449
Gimli, Manitoba R0C 1B0
(204) 642-5162

A.F.M. Morden

Locations served: Carman, Morden, Sanford, Winkler and surrounding areas.

A.F.M. Morden
108B-8th Street
Morden, Manitoba R0G 1J0
(204) 822-1296

A.F.M. Morris

Locations served: Altona, Letellier, Morris, Niverville, St. Pierre-Jolys, St. Adolphe, Ste. Agathe and surrounding areas.

A.F.M. Morris
c/o Altona Health Centre
Box 660
Altona, Manitoba R0G 0B0
(204) 324-6411

A.F.M. Portage la Prairie

Locations served: Carman, Elm Creek, Eriksdale, Gladstone, Langruth, Long Plains, MacGregor, Morden, Portage la Prairie, Sandy Bay, Treherne, Westbourne, Winkler and surrounding areas.

A.F.M. Portage la Prairie
205-9 Saskatchewan Avenue W.
Portage la Prairie, Manitoba R1N 3J9
(204) 857-8352

Impaired Drivers' Program
(recording) (204) 857-8363

A.F.M. Selkirk

Locations served: Selkirk, St. Andrews, St. Clements and surrounding areas.

A.F.M. Selkirk
3-343 Main Street
Selkirk, Manitoba R1A 1T3
(204) 785-2354

A.F.M. Southport (Youth Residential Treatment)

Location served: Province of Manitoba.

A.F.M. Southport (Youth Residential Treatment)
Southport Aerospace
Bldg. 36 P.O. Box 118
Southport, Manitoba R0H 1N0
(204) 428-6600
E-mail: youthres@afm.mb.ca

Western Region

The Western Region of A.F.M. offers residential and non-residential programs, after-care programs, relapse prevention programs, family awareness groups, education workshops, rehabilitation programs, community education courses, youth programs, gambling programs and workplace services. Specific programs include the Family Program, the Impaired Drivers' Program, the High-Risk Program, "Tuning in to Health" Program, and the Northern and Rural Intervention Strategy.

A.F.M. Western Region Office

Locations served: Austin, Brandon, Carberry, Glenboro, Hartney, Reston, Pipestone, Shilo, Souris, Virden and surrounding areas.

A.F.M. Western Region Office
Parkwood
510 Frederick Street
Brandon, Manitoba R7A 6Z4
(204) 729-3838
Toll-free: 1-866-767-3838
E-mail: westreg@afm.mb.ca

A.F.M. Dauphin

Locations served: Alonsa, Dauphin, Crane River, Fork River, Grandview, Ochre River, Roblin, Winnipegosis, Sifton and surrounding areas.

A.F.M. Dauphin
32-1st Avenue N.W.
Dauphin, Manitoba R0J 1V0
(204) 622-2021

A.F.M. Killarney

Locations served: Boissevain, Deloraine, Killarney, Melita and surrounding areas.

A.F.M. Killarney
P.O. Box 3000
203 South Railway Street E.
Killarney, Manitoba R0K 1G0
(204) 523-5070

A.F.M. Neepawa

Locations served: Minnedosa, Rivers, Erickson and surrounding areas.

A.F.M. Neepawa
P.O. Box 1779
282 Hamilton Street
Neepawa, Manitoba R0J 0J0
(204) 476-7200

A.F.M. Rossburn

Locations served: Birtle, Rossburn, Russell, Shoal Lake and surrounding areas.

A.F.M. Rossburn
P.O. Box 399
Rossburn, Manitoba R0J 1V0
(204) 859-4000

A.F.M. Swan River

Locations served: Birch River, Camperville, Cowan, Lenswood, Mafeking, Minitonas, Pelican Rapids, Pine Creek, Swan River and surrounding areas.

A.F.M. Swan River
P.O. Box 141
Swan River, Manitoba R0L 1Z0
(204) 734-2030

A.F.M. Ste. Rose du Lac

Locations served: McCreary, Eden and surrounding areas.

A.F.M. Ste. Rose du Lac
Willard Monson House
P.O. Box 490
Ste. Rose du Lac, Manitoba R0L 1S0
(204) 447-4040

A.F.M. Virden

Locations served: Hamiota, Rivers, Souris, Virden.

A.F.M. Virden
352-7th Avenue South
Virden, Manitoba R0M 2C0
(204) 748-4721

Northern Region

The Northern Region of A.F.M. offers residential programs, non-residential treatment, family awareness programs, impaired drivers' programs, education workshops, high-risk programs, community education courses, youth programs and workplace services.

A.F.M. Northern Region

Locations served: Gillam, Thompson and surrounding areas. Impaired Drivers' Program serves individuals from Brochet, Churchill, Cross Lake, Gods Lake Narrows, Gods River, Granville Lake, Lac Brochet, Nelson House, Norway House, Oxford House, Pukatawagan,

Shamattawa, South Indian Lake, Tadoule Lake, Thicket Portage, Wabowden and surrounding areas.

A.F.M. Northern Region
Polaris Place
23 Nickel Road
Thompson, Manitoba R8N 0Y4
(204) 677-7300
E-mail: northreg@afm.mb.ca

A.F.M. Flin Flon

Locations served: Cranberry Portage, Flin Flon, Sheridan, Snow Lake and surrounding areas.

A.F.M. Flin Flon
32 Main Street
Flin Flon, Manitoba R8A 1J6
(204) 687-1770

A.F.M. Lynn Lake Friendship Centre

Locations served: Leaf Rapids, Lynn Lake, South Indian Lake and surrounding areas.

A.F.M. Lynn Lake Friendship Centre
P.O. Box 969
Lynn Lake, Manitoba R0B 0W0
(204) 356-8405

A.F.M. The Pas

Locations served: Cormorant, Easterville, Grand Rapids, Moose Lake, The Pas and surrounding areas. Impaired Drivers' Program serves individuals from the Cranberry Portage, Flin Flon, Sheridan and Snow Lake areas.

A.F.M. The Pas
P.O. Box 2039
The Pas, Manitoba R9A 1L7
(204) 627-8140

OTHER RESOURCES

Addictions Recovery

This non-profit foundation offers residential support programs for alcohol and drug abusers through the operation of two half-way houses for men (18 years and older).

Addictions Recovery
Box 25005
RPO West Kildonan
93 Cathedral Avenue
Winnipeg, Manitoba R2W 0W7
(204) 586-2550

Alcoholics Anonymous

This self-help organization works with individuals with alcohol abuse problems who wish to deal with their addictions.

Alcoholics Anonymous
208-323 Portage Avenue
Winnipeg, Manitoba R3B 2C1
(204) 942-0126

Behavioural Health Foundation Inc.

The Behavioural Health Foundation Inc. (formerly the St. Norbert Foundation Inc.) provides long-term residential programming for men, women, youth and family units experiencing addiction problems including solvent abuse. The program provides 100 addiction treatment beds and program components and resources in the areas of Men's, Women's and Family Services, Youth Services, the Selkirk Healing Centre and Kirkos House.

The Behavioural Health Foundation Inc.
Box 250 – 35 ave de la Digue
St. Norbert, Manitoba R3V 1L6

Men's, Women's and Family Services
(204) 269-3430
Fax: (204) 269-8049
Web site: www.behaviouralhealthfoundation.ca

Kirkos House
(204) 261-6111
Fax: (204) 269-8049

Selkirk Healing Centre
Toll-free: 1-800-408-4444
Fax: (204) 482-9712

Narcotics Anonymous

Narcotics Anonymous is a non-profit organization that coordinates self-help groups throughout the city to support addicts who want to stop using street or prescription drugs, or alcohol.

Narcotics Anonymous
Cellular Mobile: (204) 981-1730

Looking for affordable housing can become extremely frustrating, especially for single parents on limited incomes. The best place to start is the classified section of the daily newspaper, or in the ***Renter's Guide***, which is available free of charge at most supermarkets.

A landlord cannot refuse an apartment to anyone based on economic situation (such as being on social assistance), marital status, race, religion, gender or sexual orientation.

After looking at an apartment, the landlord will require that an application be completed, indicating name, address, source of income, etc. Once all applications for an apartment have been reviewed, the landlord will contact the most suitable tenant and ask that a lease be signed, either on a yearly or month-to-month basis. While most leases are standard, it is important to look at sections where the landlord may have written in changes.

The following list provides some telephone numbers related to housing information and resources.

SUBSIDIZED HOUSING

S.A.M. (Management) Inc.

S.A.M. Inc. is a non-profit corporation which provides rental units to families or seniors with low incomes.

S.A.M. (Management) Inc.
425 Elgin Avenue
Winnipeg, Manitoba R3A 1P2
(204) 942-0991
Fax: (204) 957-5829
E-mail: admin@sam.mb.ca
Web site: www.sam.mb.ca

M.A.P.S. Housing Co-op Ltd.

M.A.P.S. Housing Co-op is a not-for-profit housing co-operative located in the North End. The board of directors for this supportive family environment reviews applications for membership and occupancy.

M.A.P.S. Housing Co-op Ltd.
757 Henderson Highway
Winnipeg, Manitoba R2K 2K7
(204) 982-2000
Fax: (204) 669-4509
Web site: www.lifelease.ca

Winnipeg Housing Rehabilitation Corporation

Winnipeg Housing purchases buildings in the core area and converts them into moderate and low-income housing units. Rental is based on income level.

Winnipeg Housing Rehabilitation Corporation
60 Frances Street
Winnipeg, Manitoba R3A 1B5
(204) 949-2880
Fax: (204) 947-9183
E-mail: info@whrc.ca
Web site: www.whrc.ca

Manitoba Family Services and Housing

Manitoba Family Services and Housing is concerned with housing renewal and shelter-related programs, the development of low-cost housing with income-sensitive subsidized rent for families, pensioners and disabled individuals. Financial assistance is provided to non-profit groups and corporations which supply housing.

Two other programs offered by Manitoba Family Services and Housing are located at the same address as the main office. These are as follows:

Home Owner Emergency Loan Program
(204) 945-5566
Toll-free: 1-866-689-5566

Home Owner Emergency Loan Program assists low-income home owners by providing financing for emergency repairs which impact on the health or safety of occupants.

Shelter Allowances for Family Renters (SAFFR)
(204) 945-2197
Toll-free: 1-877-587-6224

SAFFR provides direct and cash assistance for rental payments to low-income families with dependent children. People living in low-income or subsidized housing are not eligible.

Manitoba Family Services and Housing
280 Broadway
Winnipeg, Manitoba R3C 0R8
(204) 945-2611
Toll-free: 1-877-587-6224
Fax: (204) 945-3930
Web site: www.gov.mb.ca/fs

Manitoba Housing Authority

Application Inquiries
100-185 Smith Street
Winnipeg, Manitoba R3C 3G4
(204) 945-4663
Toll-free: 1-800-661-4663
Fax: 948-2013

The Manitoba Housing Authority (MHA) provides quality housing at an affordable price to low-income seniors, families and individuals whose income is too low to obtain affordable housing accommodations in the private market. Rent is based on a percentage of the household's total gross income. For example: single person (studio apartment) = 25% of total gross income; couples and families (one bedroom or more) = 27% of total gross income.

Winnipeg residents must provide a certified copy of their latest income tax return along with the application form. If an income tax return has not been filed, a certification from Canada Customs and Revenue Agency should still be included stating this. Landed immigrants are to include a copy of a Record of Landing (IMM 1000) document. Landed immigrants who have been in Canada for a year or more should also provide a certified copy of their most recent income tax return with their application form. The application cannot be processed until these documents are submitted. A "Certified Copy" can only be requested from one of these **Canada Customs and Revenue Agency** offices:

325 Broadway
Winnipeg, Manitoba R3C 4T4

66 Stapon Road
Winnipeg, Manitoba R3C 3M3

Toll-free: 1-800-959-8281

In Winnipeg:

Brooklands
312 Blake Street
Winnipeg, Manitoba R3E 2Z4
(204) 945-5570

Central Park
355 Kennedy Street
Winnipeg, Manitoba R3B 3B8
(204) 945-6272

Downtown South
100-185 Smith Street
Winnipeg, Manitoba R3C 3G4
(204) 945-3884

Fort Rouge/Fort Garry/St. Vital
Unit D-1026 St. Mary's Road
Winnipeg, Manitoba R2M 3S6
(204) 945-4899

Lord Selkirk
269 Dufferin Avenue
Winnipeg, Manitoba R2W 2X8
(204) 945-3431

North East
600 Panet Road
Winnipeg, Manitoba R2L 2B1
(204) 945-3555

North End
400A Logan Avenue
Winnipeg, Manitoba R3A 0R1
(204) 945-7823

St. James
15-659 Cavalier Drive
Winnipeg, Manitoba R2Y 1Y1
(204) 945-4758

Rural and northern district offices:

Rural residents should forward their completed and signed application form to the closest rural district office and the MHA will obtain the certified copy of their most recent income tax return.

Altona (North Central)
Box 1570, 67-2nd Street, NE
Altona, Manitoba R0G 0B0
(204) 324-5308
Toll-free: 1-800-480-5554

Brandon (South West)
253-9th Street
Brandon, Manitoba R7A 6X1
(204) 726-6455
Toll-free: 1-800-651-8217

Churchill (Churchill)
Box 448, 32 Hudson Square
Churchill, Manitoba R0B 0E0
(204) 675-8838

Dauphin (Parkland East)
27-2nd Avenue S.W.
Dauphin, Manitoba R7N 3E5
(204) 622-2092

Gimli (Eastman/Interlake)
Box 1680, 122-5th Avenue
Gimli, Manitoba R0C 1B0
(204) 642-6060
Toll-free: 1-888-642-6066

Portage la Prairie (North Central)
317-25 Tupper Street N.
Portage la Prairie, Manitoba
R1N 3K1
(204) 239-3680
Toll-free: 1-866-440-4663

Roblin (Parkland West)
Box 1028, 117-2nd Avenue N.
Roblin, Manitoba R0L 1P0
(204) 937-8326
Toll-free: 1-888-567-7125

Selkirk (Eastman/Interlake)
102-235 Eaton Avenue
Selkirk, Manitoba R1A 0W7
(204) 785-5228
Toll-free: 1-800-441-5514

Swan River (Parkland West Satellite Office)
Box 250, 516 Main Street
Swan River, Manitoba R0L 1Z0
(204) 734-4297

The Pas (Northern)
Box 1550, 214 Fischer Avenue
The Pas, Manitoba R9A 1M4
(204) 627-8355
Toll-free: 1-800-778-4311

EMERGENCY HOUSING

Salvation Army – Women's Services

The Salvation Army provides temporary shelter for deserted or homeless women and their children. They also provide a referral service.

Salvation Army – Women's Services
7th Floor, 180 Henry Avenue
Winnipeg, Manitoba R3B 0J8
(204) 946-9402
Fax: (204) 943-8898

Rural Emergency Housing:

Salvation Army – Brandon
Family Services Centre
9 Princess Avenue East
Brandon, Manitoba R7A 6Y9
(204) 727-4334
CORPS: (204) 727-6271
Fax: (204) 727-1752

YWCA of Brandon
148-11th Street
Brandon, Manitoba R7A 4J4
24-hours: (204) 571-3680
Fax: (204) 571-3687

OTHER RESOURCES

Residential Tenancies Branch

The Residential Tenancies Branch is part of Manitoba Consumer and Corporate Affairs. The four main roles of this branch are to provide information, investigation, mediation and adjudication related to landlord-tenant concerns.

Any difficulties with a landlord may be referred to the Tenancies Branch. Informative and helpful fact sheets are available on: security deposits, rent increases, giving notice, condition reports, subletting, right of entry and privacy, rights and responsibilities and repairs

Fact sheets are available free of charge at these three branches:

302-254 Edmonton Street
Winnipeg, Manitoba R3C 3Y4
(204) 945-2476
Toll-free: 1-800-782-8403
Fax: (204) 945-6273
Web site: www.gov.mb.ca/cca/rtb

114-340 9th Street
Brandon, Manitoba R7A 6C2
(204) 726-6230
Toll-free: 1-800-656-8481
Fax: (204) 726-6589

113-59 Elizabeth Drive
Thompson, Manitoba R8N 1X4
(204) 677-6496
Toll-free: 1-800-229-0639
Fax: (204) 677-6415

Information is also available on the MTS Talking Yellow pages. To access information 24-hours a day call 784-9000 and enter one of the following four digit codes:

Security Deposit	1111
Notices	1113
Rent Increase	1115
Repairs/Damages	1117

For general information, visit the Residential Tenancies Web site at www.gov.mb.ca/cca/rtb

IMMIGRATION

Below is a list of organizations which provide support services to immigrants and refugees. A more comprehensive list is available at the Manitoba Labour and Immigration website: www.immigratemanitoba.com. The website features information on: Your First Few Weeks in Manitoba, Transportation & Travel, Shopping & Banking, Housing, Education, Recognition of Foreign Qualifications, Employment, Health & Safety, Laws in Manitoba, Enjoying Life in Manitoba, Information Services, and Sponsoring Someone to Come to Canada.

Accueil francophone

Accueil francophone offers settlement services for French-speaking immigrants, including initial welcome and orientation, needs assessment and referral to essential services.

Accueil francophone
100-614 rue Des Meurons
Winnipeg, Manitoba R2H 2P9
(204) 984-5628
Fax : (204) 948-3020
Web site: www.franco-manitobain.org/accueil

A Woman's Place

See page 22.

Bilingual Service Centre

The centre offers a range of federal, provincial and municipal services, as well as community-based organizations under one roof.

Bilingual Service Centre
100-614 rue Des Meurons
Winnipeg, Manitoba R2H 2P9
(204) 945-6220
Fax: (204) 948-3020
Web site: www.csbsc.mb.ca

Centre for War Affected Families

This organization, operating under N.E.E.D.S. Inc., provides service, support and referral to refugees, war affected children, youth, victims of torture and their families. Services include counselling and referrals, language training, children and youth programs and family activities.

Centre for War Affected Families
251A Notre Dame Avenue
Winnipeg, Manitoba R3B 1N8
(204) 940-1260
Fax: (204) 940-1272

Employment Projects of Winnipeg

See page 51.

Employment Solutions for Immigrant Youth

This program is for immigrant youth between 15-30 years of age who are receiving Income Assistance and/or are self-supporting.

Employment Solutions for Immigrant Youth
200-249 Notre Dame Avenue
Winnipeg, Manitoba R3B 1N8
(204) 944-8833
Fax: (204) 944-8787

Fort Garry Community Network Immigrant & Refugee Outreach Program

This program maintains an inventory of services for newcomers in the Fort Garry/Fort Richmond areas of Winnipeg. Services include home visits and information for newcomers, as well as organizing community meetings for newcomers.

Fort Garry Community Network
Immigrant & Refugee Outreach Program
c/o 262 Dalhousie Drive
Winnipeg, Manitoba R3T 2Z1
(204) 261-0163
Fax: (204) 261-8374

Healthy Start for Mom and Me

See page 168.

Immigrant Women's Association of Manitoba

The Immigrant Women's Association addresses issues and concerns of immigrant women. Referrals are provided as well as a drop-in centre on Saturdays from 10:00 a.m. - 1:00 p.m.

Immigrant Women's Association of Manitoba
Library, University of Winnipeg
4th floor, 515 Portage Avenue
Winnipeg, Manitoba R3B 2E9
(204) 989-5800
Fax: (204) 989-5801
E-mail: iwam@uwinnipeg.ca

Immigrant Women's Counselling Services

Immigrant Women's Counselling Services, under the direction of the Nor'West Co-op Community Health Centre, offers information and referral in the areas of health, law, immigration, social services, education, training opportunities and family violence, individual and group counselling for immigrant women facing domestic violence, counselling and support for immigrant women in crisis or transition; volunteer program – recruitment, training, referral and placement; public education – forums, workshops and seminars regarding immigrant women, domestic violence, immigration, law, social and cultural issues; community outreach and drop-in accessibility.

Immigrant Women's Counselling Services
200-323 Portage Avenue
Winnipeg, Manitoba R3B 2C1
(204) 940-2172
Fax: (204) 940-1971

International Centre of Winnipeg

The centre offers settlement and support services to independent and family class immigrants, as well as individualized assessment. Services include a language bank that offers translation and interpretation. Nutrition classes, citizenship classes, driver education, computer workshops, ESI conversation circles, professional enhancement and outreach services are also provided.

International Centre of Winnipeg
406 Edmonton Street
Winnipeg, Manitoba R3B 2M2
(204) 943-9158
Fax: (204) 956-7548
Web site: www.international-centre.ca

Jewish Child and Family Services

This organization provides settlement to newcomers of Jewish ancestry, including pre-immigration assistance, assessment, settlement assistance, referral; employment preparation, job placement and referral to vocational training. Individual and group psychosocial interventions and support groups on such topics as family relationships and parenting are offered to the general public. Volunteer programs match newcomers with Jewish families. Services are provided in Spanish, Russian, Ukrainian, Slavic languages and Hebrew.

Jewish Child and Family Services
C200-123 Doncaster Street
Winnipeg, Manitoba R3N 2R2
(204) 477-7430
Fax: (204) 477-7450
Web site: www.jewishwinnipeg.org

Klinic Community Health Centre

See page 65.

Mount Carmel Clinic Cross-Cultural Counselling Program

This program provides counselling and support for immigrants, refugees, victims of torture and other newcomers experiencing mental health difficulties and acculturative stresses resulting from culture change, or traumatic events prior to coming to Canada. Services are offered in Mandarin, Punjabi, Hindi, Spanish, Tagalog, Vietnamese, Laotian, Thai, Urdu and Portuguese.

Mount Carmel Clinic Cross-Cultural Counselling Program
886 Main Street
Winnipeg, Manitoba R2W 5L4
(204) 589-9420
Fax: (204) 582-1341

Nine Circles Community Health Centre

See page 67.

Occupational Health Centre

Trainers from the Filipino, Punjabi, Salvadoran and Vietnamese communities provide education workshops and assistance to communities for work-related health and safety issues. Services are offered in first language. Physicians see workers who have work-related injuries or illnesses, and provide medical opinions on workers.

Occupational Health Centre
102-275 Broadway
Winnipeg, Manitoba R3C 4M6
(204) 949-0811
Web site: www.mflohc.mb.ca

Pluri-elles

Services are available for all French-speaking Manitobans, including individual and group counselling for women, a community action program for children, and job search assistance for women and men, basic computer training, French language literacy program, GED preparation in French and a resource centre.

Pluri-elles
570 Des Meurons Street
Winnipeg, Manitoba R2H 2P8
(204) 233-1735
Toll-free: 1-800-207-5874
Web site: www.pluri-elles.mb.ca

Sexuality Education Resource Centre

See page 70.

Society for Manitobans with Disabilities Ethnocultural Program

This program assists immigrant adults and children with disabilities to access appropriate services in the community. A range of rehabilitative supports and staff from different cultural groups who speak a variety of languages are available.

Society for Manitobans with Disabilities
Ethnocultural Program
825 Sherbrook Street
Winnipeg, Manitoba R3A 1M5
(204) 975-3067
Fax: (204) 975-3073
TTY: (204) 975-3072
Web site: www.smd-services.com/training

Success Skills Centre

The centre offers job and career counselling assistance for highly skilled and professional immigrants. The program includes intensive job search workshops and support with resume preparation, cover letters, interviewing and self-marketing, specific occupation/labour market analysis, volunteer occupational-related internships/work experience and job placements. A computer lab and internet access are available on site.

Success Skills Centre
440-500 Portage Avenue
Winnipeg, Manitoba R3C 3X1
(204) 975-5111
Fax: (204) 975-5108
Web site: www.successskills.mb.ca

Victor Mager Job Re-entry Program

This employment assistance program offers guidance, support and training needed to pursue employment, as well as educational upgrading and vocational training. Participants must meet EI, E&IA or NCB criteria.

Victor Mager Job Re-entry Program
101-1549 St. Mary's Road
Winnipeg, Manitoba R2M 5G9
(204) 253-1906
Fax: (204) 253-3942

Welcome Place

Settlement services for government-assisted and privately sponsored refugees, refugee claimants and their families are offered, including initial reception and accommodations, orientation, needs assessment and referral, adjustment counselling and support, interpretation and translation services, inland protection, private sponsorship, support to sponsoring groups and volunteer services.

Welcome Place
397 Carlton Street
Winnipeg, Manitoba R3B 2K9
(204) 977-1000
Fax: (204) 956-7548
Web site www.miic.ca

Youth Employment Network

The network is for youth between 15-30 years who have preferably completed Grade 10 and are committed to job prospecting. It offers interactive three-week needs/skill assessment, motivational sessions and job readiness preparation; First Aid/CPR certificate, basic computer course; individual career planning/counselling; assistance with job placement and training opportunities; and settlement information for new immigrants. A training allowance and bus tickets are provided.

Youth Employment Network
440-500 Portage Avenue
Winnipeg, Manitoba R3C 3X1
(204) 975-1214 or 943-1947
Web site: http://aliciarae.com

Outside Winnipeg

Bilingual Service Centres

The centres offer a range of federal, provincial and municipal services, as well as community-based organizations under one roof.

Bilingual Service Centres
Box 336
51-55 Rodgers Street
Notre Dame de Lourdes,
Manitoba R0G 1M0
(204) 248-7273

P.O. Box 98
427 Sabourin Street
Saint Pierre-Jolys,
Manitoba R0A 1V0
(204) 433-2579

South Central Settlement & Employment Services

This facility provides settlement support services for newcomers in the South Central region of Manitoba. Services include: information, orientation, housing liaison and integration support, school and community liaison; interpretation and translation services; and assessment and referral to community services as well as job search support.

South Central Settlement & Employment Services
100-571 Main Street
Winkler, Manitoba R6W 1G3
(204) 325-4059
Fax: (204) 325-4158

Steinbach & District Immigrant Settlement Program

This facility provides settlement support services for newcomers to Steinbach and the southeast area. Services include: information, orientation, housing liaison and integration support, interpretation and translation services; assessment and referral to community services, job search support, school and community liaison, and host family and volunteer coordination.

Steinbach & District Immigrant Settlement Program
Unit 1, Chrysler Gate
P.O. Box 1795
Steinbach, Manitoba R0A 2A0
(204) 326-6609
Fax: (204) 346-9710

WESLS Settlement Services

This facility provides settlement and employment support services to newcomers, and coordinates English as a Second Language classes in the Westman area, including Brandon, Boissevain, Kola, Roblin, Rossburn and Dauphin.

WESLS Settlement Services
729 Princess Street
Brandon, Manitoba R7A 0P4
(204) 727-6031
Fax: (204) 727-5416

For many single parents with dependent children, income security is a major concern. This is often the reason for reluctance to leave a marriage or common-law arrangement. Income security in the form of income assistance is available to every resident of Manitoba who is eligible. Single parents with dependent children in need of assistance are eligible if there is insufficient income to meet the cost of basic necessities for themselves and their dependents.

APPLYING FOR INCOME ASSISTANCE

Single parents in financial need may be eligible for Manitoba's Employment and Income Assistance Program effective from the date of separation.

Employment and Income Assistance is a provincial program of last resort for people who need help meeting basic personal and family needs. Wherever possible, the program is aimed at helping people to find a job or return to work.

Single parents, couples with children and persons with disabilities can apply at their Local Community Area office. The phone number for these offices can be obtained by calling 948-4000. Single individuals and childless employable couples can apply at 111 Rorie Street in Winnipeg. French language services in Winnipeg are available at 614 rue Des Meurons or by calling 945-8040.

Useful information about the Employment and Income Assistance Program is available at offices that provide Employment and Income Assistance services.

Web site: www.gov.mb.ca/fs/programs/eia/employment

Rural and northern offices:

43 Railway Avenue
Ashern, Manitoba R0C 0E0
(204) 785-5105
Toll-free: 1-866-475-0215

Box 50
20-1st Street S.
Beausejour, Manitoba R0E 0C0
(204) 268-6028
Toll-free: 1-866-576-8546

340-9th Street
Brandon, Manitoba R7A 6C2
(204) 726-6438
Toll-free: 1-866-726-6438

413-27 2nd Avenue S.W.
Dauphin, Manitoba R7N 3E5
(204) 622-2040
Toll-free: 1-866-355-3494

201-143 Main Street
Flin Flon, Manitoba R8A 1K2
(204) 687-1600

2nd floor, 117-7th Avenue
Gimli, Manitoba R0C 1B0
(204) 785-5105
Toll-free: 1-866-475-0215

63A Stephen Street
Morden, Manitoba R6M 1Z6
(204) 822-2870
Toll-free: 1-888-310-0568
Fax: (204) 822-2879

25 Tupper Street N.
Portage la Prairie, Manitoba
R1N 3K1
(204) 239-3060
Toll-free: 1-866-513-2185

101-446 Main Street
Selkirk, Manitoba R1A 1V7
(204) 785-5105
Toll-free: 1-866-475-0215

589-3rd Avenue South
Stonewall, Manitoba R0C 2Z0
Toll-free: 1-866-475-0215

Box 997
201-4th Avenue S.
Swan River, Manitoba R0L 1Z0
(204) 734-3491
Toll-free: 1-866-269-6498

Box 2550
Ross Avenue and 3rd Street
The Pas, Manitoba R9A 1M4
(204) 627-8311
Fax: (204) 627-8265

Box 22
59 Elizabeth Drive
Thompson, Manitoba R8N 1X4
(204) 677-6713
Toll-free: 1-866-677-6713

Bilingual Service Centres

Eastman Region
427 Sabourin Street
St. Pierre-Jolys, Manitoba
R0A 1V0
(204) 433-3340
Toll-free: 1-866-267-6114

Mountain Region
Centre Dom Benoit
51 Rodgers Street
Notre Dame de Lourdes,
Manitoba R0G 1M0
(204) 248-7270
Toll-free: 1-866-267-6114

Required Documents

It is important to have all necessary documents ready, such as a marriage certificate, birth certificates (including the children's), pay stubs, bank statements, immigration documents, rental agreement or mortgage information, Social Insurance Number (SIN), Manitoba Health Services Commission (MHSC) card, letters from doctors if there is a long-term illness in the family, any educational documentation, recent bills for utilities that are not covered in the rent payment, and any relevant legal documents.

Home Visits

An assigned counsellor will make an initial home visit, and then may visit every one to two years. This provides an opportunity for the income assistance client to ask any questions or voice any concerns.

Reporting Changes

Any changes that could affect eligibility or the amount of income assistance one is entitled to must be reported immediately as they occur. An example would be if one of the children has gone to live with the other parent.

Annual Review

Once a year, an Annual Review Form will have to be completed. This will document personal income and expenditures over the last 12 months. It is necessary to note any underpayment in utilities as verified by the receipts.

NOTE: It is important to get this review in on time or payment of income assistance may be delayed.

HEALTH NEEDS

The Employment and Income Assistance Program provides a Health Services card after three months of enrollment and is renewed every three months thereafter. This is an entitlement to prescribed medicines and approved dental and optical services not covered by the Manitoba Health Services Commission.

If employment is secured, one may be allowed to retain a Health Services card for up to one year if this added safety net is required.

NOTE: The **HEALTH** section on page 59 of this handbook offers information on additional health tips.

MAINTENANCE

Child Support

Child or spousal support orders and agreements from a former partner must be declared to the Employment and Income Assistance Program. These will be deducted from the monthly assistance cheque. The Employment and Income Assistance Program requires sole support parents to take steps to get child support if they have not already done so. These spousal and child support payments continue even when income assistance is no longer required.

Children's Earnings

An Income Assistance counsellor will be able to provide information on regulations regarding a child's earnings. Older children may be earning money to meet some of their own wants and needs. In some cases this income may be significant enough to impact a family's eligibility for Income Assistance.

SPECIAL NEEDS

Use of Special Needs Funds

Funds may be provided for special circumstances such as to replace or repair essential appliances, basic furniture and bedding, justified moving costs, or school supplies. If the Special Needs fund is utilized, a single parent may apply for Excess Special Needs when necessary.

NOTE: Approval from an Income Assistance councillor is required prior to incurring any special costs. Invoices and receipts to verify actual amounts will be required.

HOME REPAIRS

Ownership of a home may qualify a recipient of social assistance for funding aid to complete essential home repairs (up to $200 annually).

NOTE: Income assistance clients are permitted to own a car. However, they are responsible for the Autopac insurance, emergency care, repairs, etc.

Income assistance clients, who are single parents, are allowed to have savings of up to $1,000 per person, $2,000 with one dependent and $500 for additional dependents, up to a maximum of $3,000 per family. However, this does not apply to short-term assistance.

Income assistance clients are permitted to keep cash or material gifts under $100 provided they are not received on a regular basis.

Income assistance clients are permitted to keep GST refund cheques, Provincial Tax Credits, Federal Child Tax Benefit (except for the national supplementary benefit portion for children 7 years and up) and personal Income Tax Returns without deduction from monthly income assistance cheques. Income Tax Returns of single employable individuals are treated differently. It is wise to keep a record of these exempted sources of income.

File Folder and Journal

It is useful to make up a file containing all necessary documents, and to keep a journal in which to record questions needing to be answered when meeting with legal, financial or other service providers. It may also be helpful to keep a record of all phone calls, contacts with dates and times, as well as taking the document file along when meeting with a counselor, lawyer or education agency.

THE APPEAL PROCESS

Social Services Appeal Board

Under the *Employment and Income Assistance Act*, you can appeal if you were not allowed to apply, your application was denied, your assistance was cancelled, suspended, reduced or withheld, or you think your assistance amount is not enough to meet your basic needs. An appeal must be submitted in writing within 15 days after receiving notification of the decision.

Social Services Appeal Board
7th floor, 175 Hargrave Street
Winnipeg, Manitoba R3C 3R8
(204) 945-3003
Toll-free: 1-800-282-8069
Fax: (204) 945-1736

OTHER RESOURCES

Child Related Income Support Program (CRISP)

Child Related Income Support Program (CRISP) pays maximum and partial benefits determined by the family's annual income, and the number of dependent children under 18 years of age. The program provides monthly benefits to low-income Manitoba families to assist them with the cost of raising their children. Clients receiving income assistance are not eligible for CRISP.

Child Related Income Support Program (CRISP)
P.O. Box 3000
Killarney, Manitoba R0K 1G0
(204) 523-5230
Toll-free: 1-800-563-8793
Fax: (204) 523-5240
E-mail: incsupcrsp@gov.mb.ca
Web site: www.gov.mb.ca/fs/assistance/crisp

Community Financial Counselling Services

This non-profit agency provides information, as well as individual and group counselling about budgeting and basic money management.

Community Financial Counselling Services
3rd floor, 238 Portage Avenue
Winnipeg, Manitoba R3C 0B1
(204) 989-1900
Fax: (204) 989-1908

Friends, family members and counsellors at women's resource centres are good referral sources when seeking a recommendation for lawyers to assist with divorce, separation, custody, support and other legal issues. A lawyer should offer 15 to 30 minutes of free consultation to provide an opportunity to explain circumstances and determine needs. For example, needs can range from the custody of children to legal separation and divorce.

In addition to legal services, victims of abuse may choose to access the support services of some organizations listed in the **ABUSE** and **SUPPORT FOR FAMILIES** section on pages 17 and 149 of this handbook.

Questions to Ask a Lawyer

- What is the legal fee, or an estimate of the cost required (in writing), to complete the necessary legal process(es)?
- What types of legal financial assistance are available?
- Will this lawyer accept a case which qualifies for legal subsidy from Legal Aid?
- What is the legal process and what will be the expected result?
- How long is this procedure estimated to take?

LEGAL AID MANITOBA

Legal Aid Manitoba may provide the services of a lawyer for a small fee, or without charge, depending upon income of the client. This legal aid service may be used for separation and divorce, including any legal steps such as obtaining restraining orders, child custody, maintenance payments and child protection.

Legal Aid has published a 28-page brochure, ***Legal Aid ... When You Can't Afford A Lawyer***, available on their Web site at www.legalaid.mb.ca, which describes its services in detail. Most single parents who are on social assistance or who are low income earners should qualify for legal aid. A woman who is still living with her husband, but wants a separation, may apply for legal aid. Eligibility for this is not affected by a former partner's qualifications for the same assistance.

Even if an applicant's income is too high for legal aid, it is still wise to apply in case full or partial contribution is awarded. These programs are offered on low-cost or sliding scale payment plans.

Arrangements can be made with Legal Aid to provide a lawyer for individuals in rural areas where Legal Aid services are not available.

Legal costs do not have to be repaid once a case is closed, regardless of future employment, inheritance or lottery winnings. However, there may be an expectation of payment of some or all legal fees if there is a substantial financial divorce settlement. The lawyer will negotiate with Legal Aid to determine the exact amount of repayment.

A home owner who is eligible for legal aid, may be asked to sign a Charge on Land, allowing Legal Aid to file a lien against the property. If, and when, the home is sold, Legal Aid has to be repaid for services rendered. The lien will cover the amount of the lawyer's bill. This lien procedure applies even if the home is mortgaged, or the ex-partner is still a joint owner. The Charge on Land department of Legal Aid may be contacted at any time to determine the full amount of the lien. The amount may be paid when possible, whether it is in full, or on a monthly basis without interest.

NOTE: Under no circumstances will Legal Aid force the sale or re-mortgaging of a home to pay a bill for its legal services.

Legal Aid Manitoba

Aboriginal Law Office
416-294 Portage Avenue
Winnipeg, Manitoba R3C 0B9
Inquiries: (204) 985-5230
Toll-free: 1-800-300-2307
Fax: (204) 985-5237

Administration Office
402-294 Portage Avenue
Winnipeg, Manitoba R3C 0B9
Inquiries: (204) 985-8500
Toll-free: 1-800-261-2960
Fax: (204) 944-8582

Child Protection Law Office
300-294 Portage Avenue
Winnipeg, Manitoba R3C 0B9
Inquiries: (204) 985-8566
Toll-free: 1-800-839-7946
Fax: (204) 985-5224

Criminal Law Office
514 St. Mary Avenue
Winnipeg, Manitoba R3C 0N6
Inquiries: (204) 985-8570
Toll-free: 1-800-672-1043
Fax: (204) 774-7504
Web site: www.legalaid.mb.ca

Family Law Office
300-294 Portage Avenue
Winnipeg, Manitoba R3C 0B9
Inquiries: (204) 985-8550
Toll-free: 1-800-766-2148
Fax: (204) 956-4146

Public Interest Law Centre
610-294 Portage Avenue
Winnipeg, Manitoba R3C 0B9
(204) 985-8540
Toll-free: 1-800-261-2960
Fax: (204) 944-8544

Rural and northern offices:

Northlands Community Law Centre
P.O. Box 2429
236 Edwards Avenue
The Pas, Manitoba R9A 0K1
(204) 627-4820
Toll-free: 1-800-268-9790
Fax: (204) 627-4838

Parklands Community Law Centre
31-3rd Avenue N.E.
Dauphin, Manitoba R7N 0Y5
(204) 622-7000
Toll-free: 1-800-810-6977
Fax: (204) 622-7029

University of Manitoba Law Centre
Faculty of Law
101 Robson Hall
Winnipeg, Manitoba R3T 2N2
Inquiries: (204) 985-5206
Fax: (204) 474-7580

Thompson Community Law Centre
3 Station Road
Thompson, Manitoba R8N 0N3
(204) 677-1211
Toll-free: 1-800-665-0656
Fax: (204) 677-1220

Westman Community Law Centre
236-11th Street
Brandon, Manitoba R7A 4J6
(204) 729-3484
Toll-free: 1-800-876-7326
Fax: (204) 726-1732

Information and free advice can be obtained at any of the Community Law Centres operated by the Legal Aid Society.

Legal Aid Manitoba – Drop-In
(Tuesday, Wednesday, Thursday 1:30 – 6:00 p.m. only)
416-294 Portage Avenue
Winnipeg, Manitoba R3C 0B9

A $25 application fee must be paid at the time of application (except if one is in receipt of income assistance or in a shelter).

Poverty Law Office – Legal Aid Manitoba

Lawyers at the Poverty Law Office provide legal advice and assistance to individuals about Employment and Income Assistance, Residential Tenancies matters, Canada Pension Plan benefits, Workers Compensation benefits and Manitoba Public Insurance claims. Clients can call 985-8550 or attend the Legal Aid Drop in Clinic at 300-294 Portage Avenue for legal assistance from the Poverty Law Office.

SEPARATION AND DIVORCE

In a straightforward case, it is possible to personally handle a divorce without assistance from a lawyer. ***The Divorce Guide for Manitoba*** is available on loan at the Winnipeg Public Library or can be purchased at various stores. It contains a clear, concise description of the divorce process and includes sample forms.

Separation and divorce can be a time of pain, confusion and sorrow for all involved. Both adults and children experience a sense of loss and may need assistance to address issues concerning separation. A six-hour program, ***For the Sake of the Children***, can benefit both adults and children experiencing separation and divorce, as well as other interested individuals.

To register for a seminar in Winnipeg, please call ***For the Sake of the Children*** at (204) 945-4257 or toll-free 1-800-282-8069 extension 4257 (8:30 a.m. to 4:30 p.m.).

To register for a seminar in rural or northern Manitoba, please call the nearest Family Conciliation branch:

Brandon
(204) 726-6336
Toll-free: 1-800-230-1885

Dauphin
(204) 622-2318

Flin Flon
(204) 687-1730

The Pas
(204) 627-8221

Thompson
(204) 677-6570

LEGAL RESOURCES FOR FAMILIES

Family Conciliation

Sometimes lawyers will refer separating parents to Family Conciliation to help them resolve their separation issues. In other cases, the court may refer clients for mediation or clients may refer themselves. In mediation, a professional counsellor helps parents explore options about on-going care of their children after separation. Issues often discussed include developing a parenting plan regarding timesharing, decision-making responsibilities and communication. Parents may also choose to mediate financial issues arising from the separation.

Parents wishing to mediate are required to first attend ***For the Sake of the Children***. They are then interviewed separately to assess if mediation is appropriate. Meetings with both parents are then scheduled.

It is important to remember that in mediation, the primary focus is on the needs of the children, not the adults. Mediation is a voluntary process. It is not personal therapy or marriage counselling, although the mediator can help parents obtain these services.

Family Conciliation also sponsors a support and education program for children ages 8-12 who are experiencing conflict in their family over custody and access issues. For more information or to register for ***Caught in the Middle***, call the agency's intake worker.

Services are provided at no cost. Brochures are available and can be mailed out upon request.

Family Conciliation
2nd floor - 379 Broadway
Winnipeg, Manitoba R3C 0T9
(204) 945-7236
Fax: (204) 948-2142
Toll-free: 1-800-282-8069
Web site: www.gov.mb.ca/fs/childfam/family_conciliation.html

Rural and northern offices:

Norman Regional Office
143 Main Street
Flin Flon, Manitoba R8A 1K5
(204) 687-1700
Fax: (204) 687-1708

Thompson Regional Office
Box 5, 59 Elizabeth Drive
Thompson, Manitoba R8N 1X4
(204) 677-6570
Fax: (204) 677-6517

Parkland Region
27-2nd Avenue S.W.
Dauphin, Manitoba R7N 3E5
(204) 622-2318
Fax: (204) 638-3278

Westman Regional Office
2nd floor, 340-9th Street
Brandon, Manitoba
R7A 6C2
(204) 726-6336
Toll-free: 1-800-230-1835
Fax: (204) 726-6539

Court Ordered Assessments

If separating parents can not reach an agreement on their own, the judge can request Family Conciliation to conduct a court-ordered assessment. This will assist the court in determining resolution of access and custody issues. The conciliation counselor will meet with both spouses and the children, then write a report with recommendations on how the needs of the children can be best met. The report is forwarded to the court and to both parents through their lawyers. Although the counselor will provide a professional, objective opinion on the issues, her or his word is not the final decision. That decision rests with the judge. In practice, many families find that they are able to reach an agreement without returning to court.

Brief Consultation Service

The Brief Consultation Service provides brief, timely consultation and assessment service to the Court of Queen's Bench; families and their lawyers as part of the Case Conference process. The Brief

Consultation service targets the wishes or concerns of children ages 11 to 16 earlier in the litigation process. It also provides consultation and suggestions for parents regarding appropriate time sharing care regimes with consideration of developmental issues, post-separation parenting and post-separation communication options, and information regarding other relevant services. A Family Conciliation Counsellor will meet with the parents and children within 10 days of referral and will provide a brief report to the court within 25 days.

Maintenance Enforcement Program (MEP)

The Maintenance Enforcement Program (MEP), operated by Manitoba Justice, enforces court ordered maintenance payments and some types of agreements in cases of separation and divorce. It provides enforcement and computerized monitoring of support payments for persons seeking to enforce a maintenance order. Manitoba has agreements with other provinces, states and countries to enforce maintenance orders for each other. If there is a default in the payment of maintenance, the person entitled to receive the payment is not required to do anything to enforce the order if it is enrolled with the program. The complainant should provide any available information on the whereabouts of the defaulter, whether the information is about place of residence, work, bank accounts or assets.

Once default has occurred, the Maintenance Enforcement Program will decide the best action to take to collect the maintenance payments. These actions include garnishment of wages or bank accounts, driver and motor vehicle licence suspension. The Program may also issue a withholding to intercept federal monies payable to the defaulter. These monies may include income tax returns, GST rebates, employment insurance (EI) cheques and Old Age Security (OAS).

The Maintenance Enforcement Program is free of charge. Any changes in name or address should be reported to the program promptly.

Other Suggestions

1) Know the ex-partner's date of birth and Social Insurance Number (SIN), and/or mother's maiden name.
2) Whenever calling MEP, write down information or questions before calling, and do not elaborate unless asked. Have your account number ready.

3) Never accept direct payments from an ex-partner. These payments must be entered into the computer at MEP for accurate accounting.
4) Before the order for maintenance is in force, insist that the support be paid through a lawyer or by cheque, for which a receipt can be written.
5) Do not allow "direct deposit" to any bank accounts.

NOTE: If federal interception of an ex-partner's tax refund is necessary, MEP needs to have correct information regarding the payer's date of birth, Social Insurance Number and/or mother's maiden name.

Maintenance Enforcement Program (MEP)
2nd Floor, 405 Broadway
Winnipeg, Manitoba R3N 0H6
(204) 945-7133
Toll-free: 1-800-282-8060
Fax: (204) 945-5449
Web site: www.gov.mb.ca/justice/family/familyindex

OTHER LEGAL RESOURCES

Community Legal Education Association (CLEA)

As part of its services, CLEA offers the **Law Phone-In and Lawyer Referral Program**. This program provides free legal information, not legal advice, to callers. It can also refer callers to other legal agencies for help or to lawyers who practice in particular areas of the law for a free half-hour consultation.

As a not-for-profit organization, CLEA also provides a Community Legal Intermediary Training Course, an Advanced Community Legal Intermediary Training Course, a speakers' bureau and a variety of plain language legal publications.

Community Legal Education Association (CLEA)
501-294 Portage Avenue
Winnipeg, Manitoba R3C 0B9
(204) 943-2382 – Administration
(204) 943-2305 – Law Phone-In & Lawyer Referral Program

Toll-free: 1-800-262-8800
Fax: (204) 943-3600
E-mail: info@communitylegal.mb.ca
Web site: www.communitylegal.mb.ca

Elizabeth Fry Society of Manitoba

This agency serves the needs of women who are, have been, or may be at risk of becoming involved in the criminal justice system. The society assists women in and out of custody by providing information on the court process, legal services, community resources, counselling and crisis intervention services. The society will provide personal support and advocates for alternatives to incarceration. If unable to provide specific advice, appropriate referrals will be given.

Other services include the ***STOPLifting*** program, a family violence/anger management program, a birth control outreach program and institutional activities.

Elizabeth Fry Society of Manitoba
544 Selkirk Avenue
Winnipeg, Manitoba R2W 2M9
(204) 589-7335
Fax: (204) 589-7338
E-mail: efry@mts.net

John Howard Society of Manitoba, Inc.

This non-profit organization provides counselling, support, programs and education for inmates, ex-inmates and their families. It is based upon the principle of restorative justice which views crime as "harm done" rather than rule infractions. Services include institutional, literacy, recreation and visiting programs, as well as family and self-help offender support group programs and community programs for individuals in conflict with the law.

John Howard Society of Manitoba, Inc.
103-583 Ellice Avenue
Winnipeg, Manitoba R3B 1Z7
(204) 775-1514
Fax: (204) 775-1670
E-mail: office@johnhoward.mb.ca

Law Society of Manitoba

This is the licensing and governing body of the legal profession which receives complaints regarding the conduct of lawyers in Manitoba.

Law Society of Manitoba
219 Kennedy Street
Winnipeg, Manitoba R3C 1S8
(204) 942-5571
Fax: (204) 956-0624
E-mail: admin@lawsociety.mb.ca
Web site: www.lawsociety.mb.ca

Manitoba Human Rights Commission

The Manitoba Human Rights Commission enforces *The Human Rights Code*. Anyone in Manitoba may file a complaint about discrimination in areas such as employment, housing or public services (such as stores or schools). There is no charge for filing a complaint.

The Commission also promotes equality of opportunity and freedom from discrimination, regardless of ancestry, sex (including pregnancy), family status, source of income, disability, religion, sexual orientation or other protected grounds, and educates about human rights.

For more information, or to file a complaint, contact:

Winnipeg
7th floor - 175 Hargrave Street
Winnipeg, Manitoba R3C 3R8
Ph: (204) 945-3007
Toll Free: 1-888-884-8681
TTY: (204) 945-3442
Fax: (204) 945-1292
e-mail: hrc@gov.mb.ca

Brandon
Provincial Government Building
340 Ninth Street
Brandon, Manitoba R7A 6C2
Ph: (204) 726-6261
Toll Free: 1-800-201-2551
TTY: (204) 726-6152
Fax: (204) 726-6035

The Pas
2nd floor - Otineka Mall
P.O. Box 2550
The Pas, Manitoba R9A 1M4
Ph: (204) 627-8270
Toll Free: 1-800-676-7084
TTY: (204) 623-7892
Fax: (204) 623-5404

Victim/Witness Assistance Program

This program, provided by Manitoba Justice, offers supportive services to victims of crime and those subpoenaed as Crown witnesses in the Provincial Court and Court of Queen's Bench in Winnipeg. Services include information sharing related to the criminal court process and (where appropriate) to specific cases, court orientations, emotional support and referrals to other social service agencies.

Victim/Witness Assistance Program
4th Floor, 408 York Avenue
Winnipeg, Manitoba R3C 0P9
(204) 945-3594
Toll-free: 1-800-282-8069
Fax: (204) 948-2208

Raising children on your own can certainly be challenging. Many sole-support parents find it difficult to meet the family's financial needs. Here are some resources that may help "stretch the dollar."

MONEY MANAGEMENT

The following list of agencies provide financial information.

Financial Counselling

Community Financial Counselling Services

For a nominal fee, this organization will assist in developing a money management plan. It can also provide personal income tax preparation, speakers on financial management and budgeting, courses on income tax preparation and basic money management. (See also page 115.)

Community Financial Counselling Services
3rd floor, 238 Portage Avenue
Winnipeg, Manitoba R3C 0N1
(204) 989-1900

Industry Canada, Office of the Superintendent of Bankruptcy

Industry Canada has an informative and helpful brochure called ***Dealing with Debt: A Consumer's Guide***, available online at http://strategis.ic.gc.ca/SSG/br01035e. Before taking bankruptcy action, it is wise to read this publication.

Industry Canada
Office of the Superintendent of Bankruptcy
4th Floor, 400 St. Mary Avenue
Winnipeg, Manitoba R3C 4K5
(204) 983-3229
Fax: (204) 983-8904

REVENUE CANADA CHILD TAX BENEFIT

A child tax benefit is available for low-income families with children under 18 years. To be eligible for this benefit, an Income Tax Return must be submitted.

Revenue Canada
Child Tax Benefit
66 Stapon Road
Winnipeg, Manitoba R3C 3M2
Toll-free: 1-800-387-1193

TIPS
325 Broadway
Winnipeg, Manitoba R3C 4T4
Toll-free: 1-800-267-6999

RESOURCES FOR FOOD

The following section lists resources for food staples and meals.

Winnipeg Harvest

Winnipeg Harvest provides emergency food assistance to those who struggle to afford food for themselves and their families. Call to make an appointment to pick up food from their nearest outlet. Advance notice is required. A Harvest volunteer will create a confidential file including the number of children in your household and your Manitoba Medical card number. A family can access a food bank once every two weeks. Volunteers have information on other resources.

Winnipeg Harvest
1085 Winnipeg Avenue
Winnipeg, Manitoba R3E 0S2
(204) 982-3663
Food Assistance Line (204) 982-3660
Web site: www.winnipegharvest.org

Rural Food Banks:

Rhineland Area Food Bank
Altona, Manitoba R0G 0B0
(204) 324-8139

Beausejour and Area Food Bank
Beausejour, Manitoba R0E 0C0
(204) 268-3466
(204) 268-6300

Birtle and Area Food Bank
Birtle, Manitoba R0M 0C0
(204) 842-3234

Boissevain Food Pantry
Boissevain, Manitoba R0K 0E0
(204) 534-6542

Brandon Salvation Army Food Bank
Brandon, Manitoba R7A 1R8
(204) 727-6271

Helping Hands Soup Kitchen
Brandon, Manitoba R7A 3S5
(204) 727-4635

Samaritan House
Brandon, Manitoba R7A 0K7
(204) 726-0758

"Sharing" Dauphin & District Food Bank
Dauphin, Manitoba R7N 1A7
(204) 638-7853

Deloraine and Area Community Food Cupboard
Deloraine, Manitoba R0M 0M0
(204) 747-2345

A Few Little Fish
East Braintree, Manitoba
R0E 0L0
(204) 298-5601

Flin Flon Salvation Army Food Bank
Flin Flon, Manitoba R8A 1N1
(204) 687-7812

The Lord's Bounty Food Bank
Flin Flon, Manitoba R8A 1L6
(204) 687-7242

Evergreen Basic Needs
Gimli, Manitoba R0C 1B0
(204) 642-9736

Ginew Wellness Centre Food Bank
Ginew, Manitoba R0A 2R0
(204) 427-2384

Hamiota Food Bank
Hamiota, Manitoba R0M 0T0
(204) 764-2412

Iles des Chenes Food Bank
Iles des Chenes, Manitoba
R0A 0T0
(204) 878-2612

Killarney and Area Food Bank
Killarney, Manitoba R0K 1G0
(204) 523-4570

Fisher River Food for Families
Koostatak, Manitoba R0C 1S0
(204) 645-4627

Lac du Bonnet Food Bank
Lac du Bonnet, Manitoba
R0E 1A0
(204) 345-9870

RM of Tache Food Bank
Lorette, Manitoba R0A 0Y0
(204) 878-2405

Lundar Food Bank
Lundar, Manitoba R0C 1Y0

Marcel Colomb First Nations Food Bank
Lynn Lake, Manitoba R0B 0W0
(204) 356-2431

Melita and Area Community Links
Melita, Manitoba R0M 1L0
(204) 522-3225

Minnedosa Emergency Food Cupboard
Minnedosa, Manitoba R0J 1E0
(204) 867-2674

Caring and Sharing Morden
Morden, Manitoba R6M 1P4
(204) 822-5181

Red River Valley Food Bank
Morris, Manitoba R0G 1K0
(204) 746-6544

Neepawa Salvation Army Food Bank
Neepawa, Manitoba R0J 1H0
(204) 476-5869

Niverville Helping Hands
Niverville, Manitoba R0A 1E0
(204) 388-4800

Portage la Prairie Salvation Army Food Bank
Portage la Prairie, Manitoba
R1N 3B7
(204) 239-7213

Life Enrichment Outreach
Richer, Manitoba R0E 1S0

Riverdale Harvest
Rivers, Manitoba R0K 1X0
(204) 328-7138

Community Helpers Food Bank
Riverton, Manitoba R0C 2R0
(204) 378-2800

Roblin Food Bank
Roblin, Manitoba R0L 1P0
(204) 937-2802

Russell and Area Food Connection
Russell, Manitoba R0J 1W0
(204) 773-2142

Brokenhead Ojibway First Nation Food Bank
Scanterbury, Manitoba
R0E 1W0
(204) 766-2830

Our Daily Bread Soup Kitchen
Selkirk, Manitoba R1A 2B1
(204) 785-9514

Selkirk Food Bank
Selkirk, Manitoba R1A 2C7
(204) 482-9178

Ste. Genevieve Food Bank
Ste. Anne, Manitoba R5H 1R2
(204) 422-8508

Shoal Lake Healthy Community
Shoal Lake, Manitoba R0J 1Z0
(204) 759-2544

Southeast Helping Hands
Steinbach, Manitoba R0A 2A0
(204) 326-2599

Interlake Food Bank
Stonewall, Manitoba R0C 3A0
(204) 344-5772

Swan Valley Food Bank
Swan River, Manitoba R0L 1Z0
(204) 734-2067

Teulon Food Bank
Teulon, Manitoba R0C 3B0
(204) 886-2454

The Pas Friendship Centre SK
The Pas, Manitoba R9A 1M3
(204) 627-7500

The Pas Salvation Army Food Bank
The Pas, Manitoba R9A 1K6
(204) 623-2811

Thompson Salvation Army Food Bank
Thompson, Manitoba R8N 1M9
(204) 677-3658

Virden and Area Food Cupboard
Virden, Manitoba R0M 2C0
(204) 748-1356

Winkler and District Food Cupboard
Winkler, Manitoba R6W 1V9
(204) 325-5529

In emergency cases, the Salvation Army Family Services Division at (204) 946-9484 will provide food hampers to those not on welfare on a case-by-case basis.

A number of organizations serve hot meals free of charge. The times and days when the meals are served may vary, so please call ahead.

Soup Kitchens in Winnipeg:

Agape Table
175 Colony Street
Winnipeg, Manitoba R3C 1W2
(204) 786-2370
Mon. – Fri. 9:00 – 11:30 a.m.

Andrew Street Family Centre
220 Andrews Street
(at Pritchard)
Wed. 12 noon – 1:00 p.m.
(soup and bannock)

Bethlehem Aboriginal Fellowship
294 Burrows Avenue
(at Charles)
Every other Wed. 6:30 p.m.
(soup and bread)

Flora House
739 Flora Avenue
Mon. – Fri. 9:00 a.m. – 3:00 p.m.
(emergency food as available)

Immaculate Conception Church
181 Austin Street N.
Winnipeg, Manitoba R2W 3M7
Sunday meal 2:00 p.m.
(September-June)

Indian and Metis Friendship Centre
45 Robinson Street
Mon. – Fri. 5:00 p.m.
(children only)

Main Street Project
75 Martha Street
982-8245
Mon – Sun. 7:00 a.m., 10:00 a.m., 1:30 p.m., 5:00 p.m.
(soup, bread and coffee)

Red River Christian Fellowship
226 Atlantic Avenue
338-5556
Mon./Wed./Fri. 9-10 a.m., 2 – 4 p.m.
(coffee and donuts)
Mon./Wed./Fri 10 a.m. – 2 p.m.
(full meal and bread)

Salvation Army
Booth Centre
180 Henry Avenue
Winnipeg, Manitoba R3B 0J8
(204) 946-9402
Mon./Wed./Fri. 6:30 p.m.
Tues. – Sat. soup van outside 7:30 p.m.

Siloam Mission
564 Main Street
Winnipeg, Manitoba R3B 1B6
Mon. – Fri.
9:30 a.m. – 3:30 p.m.,
Saturday
11:00 a.m. – 1:00 p.m.

Weetamah Community Church
324 Logan Avenue (at Lizzie)
Fri. 7-10 p.m. drop-in
Meal 7 p.m.

Lighthouse Mission

The Lighthouse Mission is a daily gospel ministry which operates a soup kitchen for the needy in the core area. Monday – Friday from 10:00 – 11:30 a.m. Daily food bags are also distributed. Used clothing is available and food hampers on request.

Lighthouse Mission
669 Main Street
Winnipeg, Manitoba R3C 3H5
(204) 943-9669

Meals on Wheels

This program provides a nutritious noon meal delivery service for a nominal fee to those unable to prepare their own meals due to age, disability or circumstances.

Meals on Wheels
500-283 Portage Avenue
Winnipeg, Manitoba R3B 2B5
(204) 956-7711
Web site: www.mealsonwheelswpg.ca

Union Gospel Mission

In addition to serving hot meals, Union Gospel Mission has a food bank Wednesdays and Fridays. To be eligible for the food bank, registration must take place ahead of time with Winnipeg Harvest. It also provides clothing distribution Mondays, Wednesdays and Fridays from 1:00-3:00 p.m..

Union Gospel Mission
320 Princess Street
Winnipeg, Manitoba R3C 2X4
(204) 943-9904

A Ladies Day meal is held on Wednesdays at 11:30 a.m.. Food hampers and clothing are also available. No registration is required.

Union Gospel Mission
240 Pritchard Avenue
Winnipeg, Manitoba R2W 2J1
(204) 586-7790

CLOTHING, FURNITURE AND SMALL APPLIANCES

Good second-hand clothing and furniture stores can be found in Manitoba. Local ones will be listed in the yellow pages. The following is a list of not-for-profit stores where quality used clothing or furniture can be purchased for a nominal price. Some stores may carry clothing only. The selection varies from time to time so a few trips may be required.

Goodwill Industries

1540 Pembina Highway
Winnipeg, Manitoba R3T 2E6
(204) 475-4953

3431 Portage Avenue
Winnipeg, Manitoba R3K 0Z1
(204) 831-0988

556 Osborne Street
Winnipeg, Manitoba R3L 2B4
(204) 475-6438

317 St. Anne's Road
Winnipeg, Manitoba R2M 3B1
(204) 257-3644

62/70 Princess Street
Winnipeg, Manitoba R3B 1K2
(204) 943-6435

16 Main Street E.
Ashern, Manitoba R0C 0E0
(204) 768-2771

McKinnon Guild Nearly New Shop
961 Portage Avenue
Winnipeg, Manitoba R3G 0R2
(204) 772-3629

Spence Street Thrift Shop
555 Spence Street
Winnipeg, Manitoba R3B 2W5
(204) 783-9281

Mennonite Central Community (MCC) Thrift Shops

MCC Manitoba Office
134 Plaza Drive
Winnipeg, Manitoba R3T 5K9
(204) 261-6381

Kildonan Community Thrift Shop
590 Washington Avenue
Winnipeg, Manitoba R2K 1M2
(204) 668-0967

Sargent MCC Thrift Shop
859 Sargent Avenue
Winnipeg, Manitoba R3E 0C5
(204) 783-8185

MCC Furniture Thrift Shop
18 Keewatin Street
Winnipeg, Manitoba R3E 3B9
(204) 694-3669

Rural:

MCC Thrift & Gift Store
10 Main Street
Altona, Manitoba R0G 0B0
(204) 324-8323

MCC Community Thrift Store
7 Bromley Street N.
Austin, Manitoba R0H 0C0
(204) 637-2427

Community Self-Help Centre
414 Pacific Avenue
Brandon, Manitoba R7A 0H5
(204) 727-1162

Carman MCC Shop
11 Center Avenue
Carman, Manitoba R0G 0J0
(204) 745-3601

Community Thrift Store
185 Main Street
Grunthal, Manitoba R0A 0R0
(204) 434-6598

MCC Used Furniture Store
46 Hampton Street
MacGregor, Manitoba R0H 0R0
(204) 685-2964

MCC Thrift Store
162 Charles Street
Morris, Manitoba R0G 1K0
(204) 746-2704

Niverville MCC Thrift Store
226 Main Street
Niverville, Manitoba R0A 1E0
(204) 338-4404

Portage MCC Thrift
149 Saskatchewan Avenue E.
Portage la Prairie, Manitoba
R1N 0L7
(204) 239-4836

MCC Thrift Shop/Furniture Shop
18 Riverton Avenue
Riverton, Manitoba R0C 2R0
(204) 378-2683

MCC Thrift Store
409 Main Street
Steinbach, Manitoba R0A 2A0
(204) 326-6642

MCC Community Store
325-4th Street
Winkler, Manitoba R6W 4B6
(204) 325-9770

Mrs. Lucci's Attic
76-3rd Street
Lac du Bonnet, Manitoba
R0E 1A0
(204) 345-9909

Salvation Army Thrift Shops – Family Services

1030 Empress Street
Winnipeg, Manitoba R3G 3H4
(204) 772-2050

145 Goulet Street
Winnipeg, Manitoba R2H 0R6
(204) 233-7897

1050 Leila Avenue
Winnipeg, Manitoba R2P 1W6
(204) 586-2556

50-2866 Pembina Highway
Winnipeg, Manitoba R3T 3L9
(204) 261-6221

1600 Regent Avenue
Winnipeg, Manitoba R2C 4J5
(204) 661-8194

3511 Roblin Boulevard
Winnipeg, Manitoba R3R 0C7
(204) 889-1018

97 Sherbrook Street
Winnipeg, Manitoba R3C 2B2
(204) 772-9003

1126 Rosser Avenue
Brandon, Manitoba R7A 0L7
(204) 727-2051

38-2nd Avenue
Dauphin, Manitoba R7N 1B6
(204) 638-9006

20 Tupper Street N.
Portage la Prairie, Manitoba
R1N 1W8
(204) 239-6911

Value Village Thrift Department Stores

Value Village is a for-profit store that purchases the clothing and household goods collected by organizations such as the Canadian Diabetes Association for the purpose of fundraising. Currently, four Value Village stores operating in Winnipeg re-sell these used articles at reasonable prices.

1695 Ellice Avenue
Winnipeg, Manitoba R3H 0A9
(204) 774-1315

942 Jefferson Avenue
Winnipeg, Manitoba R2P 1W1
(204) 694-6844

1729 Pembina Highway
Winnipeg, Manitoba R3T 2G6
(204) 261-8719

1560 Regent Avenue W.
Winnipeg, Manitoba R2C 3B4
(204) 661-9045
Fax: (204) 654-2325

Bargains can also be found at garage sales and church rummage sales.

Koats for Kids

This program collects and distributes quality, used winter coats for children from October through January. Approximately 100 local community groups in Winnipeg distribute these coats, although most are distributed through core area schools. Selection and size vary from year to year. Watch for posters in various communities advertising Koats for Kids. For more information, call (204) 586-5628.

OTHER RESOURCES

Children's Hospital Book Market

This non-profit volunteer organization sells donated books for children and adults at their annual spring sale at St. Vital Centre. Bargains are also available at their paperback sales usually held in October and January at the same location.

Children's Hospital Book Market
(204) 783-1125

Christmas Cheer Board of Greater Winnipeg

The Christmas Cheer Board coordinates food contributions from organizations and the public to provide hampers and toys to needy families at Christmas time.

Christmas Cheer Board of Greater Winnipeg
P.O. Box 68, Station F
Winnipeg, Manitoba R2L 2A5
(204) 669-5369

Samaritan House Ministries

Samaritan House Ministries provides a food and clothing program. It assists with literacy concerns, counselling and group work to meet the needs of women and their children. It can help with second-stage housing for abused women and their children.

Samaritan House Ministries
110-6th Street
Brandon, Manitoba R7A 3N2
(204) 726-0758
Fax: (204) 728-5679

The Habitat Re-Store

For inexpensive renovation or repairs to the home, this volunteer-based store offers new, used and surplus building materials at a fraction of the original price.

The Habitat Re-Store
60 Archibald Street
Winnipeg, Manitoba R2J 0V7
(204) 233-5160
Fax: (204) 233-5271
Web site: www.habitat.mb.ca

Winnipeg Inner City Missions

The Winnipeg Inner City Missions has two centres:

The Anishinabe Fellowship Centre serves the Centennial and North Logan area. It offers an adult drop-in (Monday – Thursday) with coffee, clothing, emergency food and phone available, as well as a Wednesday morning Food Bank, access to on-line computers, counselling, advocacy and referral services.

Anishinabe Fellowship Centre
287 Laura Street
Winnipeg, Manitoba R3A 1C4
(204) 942-8682

Flora House

Flora House serves the McGregor and McPhillips, Dufferin and Mountain areas. It offers a food bank (every other Monday), free on-line computers, an adult drop-in (Monday-Thursday) with coffee and phone and after-school and evening programs for children and teens. Counselling, advocacy and referral services are provided.

Flora House
739 Flora Avenue
Winnipeg, Manitoba R2W 2S8
(204) 586-5494

THE BENEFITS OF RECREATION

Recreation is an essential component in a balanced lifestyle. It benefits individuals of all ages and lifestyles in many ways. For children and adults alike it provides positive lifestyle choices, social networks and support systems; it helps build confidence and contributes to the development of skills and leadership abilities. When people feel good about themselves, they operate more effectively and productively in their communities, schools and families.

RECREATION RESOURCES

City of Winnipeg, Community Services Department

The City of Winnipeg Community Services Department has a plan whereby low-income families can apply to have fees reduced for activities like skating and swimming lessons. Also, watch for skate swaps and sports equipment sales at local community centres. These usually take place in early September and are good sources for bargains. Check the ***Leisure Guide*** that is delivered to every home for free skating, swimming or other activities.

Individuals of all ages with special needs are encouraged to participate in all Community Services sponsored programs offered in the ***Leisure Guide***. If assistance is required to participate, call 786-7760.

City of Winnipeg
Community Services Department
395 Main Street
Winnipeg, Manitoba R3B 3N8
Registration Line (204) 986-5663
Fax: (204) 986-3700
Web site: www.city.winnipeg.mb.ca

Rural and northern areas:

In rural and northern communities, recreation directors are employed by the local municipality or governing body to provide a broad range of recreational opportunities. To find out whether your community has a director, call your local government body or the regional office of the Department of Culture, Heritage and Tourism.

The **Recreation and Regional Services Branch of Culture, Heritage and Tourism** provides decentralized access to government programs, grants and services from seven regional operations for rural and northern communities. Regional offices are located in:

Central
225 Wardrop Street
Morden, Manitoba R6M 1N4
(204) 822-5418
Fax: (204) 822-4792

Eastman
20-1st Street S.
Beausejour, Manitoba R0E 0C0
(204) 268-6018
Toll-free: 1-800-665-6107
Fax: (204) 268-6070

Interlake
62-2nd Avenue
Gimli, Manitoba R0C 1B0
(204) 642-6006
Fax: (204) 642-6080

Norman
59 Elizabeth Drive
Thompson, Manitoba R8N 1X4
(204) 677-6780
Fax: (204) 677-6862

Norman
3rd and Ross Avenue
The Pas, Manitoba R9A 1M4
(204) 627-8213
Fax: (204) 623-5792

Parkland
27-2nd Avenue S.W.
Dauphin, Manitoba R7N 3E5
(204) 622-2022
Fax: (204) 638-6558

Westman
Room 146
340-9th Street
Brandon, Manitoba R7A 6C2
(204) 726-6066
Toll-free: 1-800-259-6592
Fax: (204) 726-6583

General Council of Winnipeg Community Centres

Financial assistance is available to individuals under 18 who would otherwise not be able to participate in sport, leisure or recreational programming administered by a Community Centre located in Winnipeg. For information about the ***Program Registration Fee Subsidy***, contact your local community centre of the GCWCC.

General Council of Winnipeg
Community Centres
265 Osborne Street S.
Winnipeg, Manitoba R3L 1Z7
(204) 475-5008
Fax: (204) 475-5812
Web site: www.gcwcc.mb.ca

Girl Guides of Canada – Guides du Canada

This province-wide program for girls (age 5 and up), led by women, challenges and empowers participants to give leadership and service.

Girl Guides of Canada – Guides du Canada
Manitoba Council
213-530 Century Street
Winnipeg, Manitoba R3H 0Y4
(204) 774-1939
Outside Winnipeg: 1-877-508-1333
Web site: www.girlguides.mb.ca

The Kidsport Fund

The Kidsport Fund assists children from financially disadvantaged families to enter into organized sport programs throughout Manitoba. Grants are available (maximum $200/year) for children aged 5 to 17 for registration fees for organized sports recognized by Sport Manitoba.

The Kidsport Fund
c/o Sport Manitoba
200 Main Street
Winnipeg, Manitoba R3C 4M2
(204) 926-8351
Toll-free: 1-866-774-2220

Scouts Canada

This organization offers province-wide programs for children (5 to 14) and youth (14 to 23) which focus on citizenship, community service and personal growth.

Scouts Canada
395 Stafford Street
Winnipeg, Manitoba R3M 2X4
(204) 786-6661
Toll-free: 1-888-726-8876
Fax: (204) 772-5248
E-mail: manitoba@scouts.ca
Web site: www.mb.scouts.ca

The Sunshine Fund

The Sunshine Fund provides support to parents requiring financial assistance so their children can attend summer camp. These summer camps include day camps for children who are between four and 12 years of age, overnight and week-long camps for children six to 18 years of age and a family camp. When contacted, the Sunshine Fund will send out an application form and a booklet which lists all of the camps accredited by the Manitoba Camping Association so a suitable camp can be chosen. The Sunshine Fund applicants are required to pay a minimum 25% of the camp fees.

The Sunshine Fund begins to accept applications in January. An early telephone call will ensure the best choice of camps and dates.

The Sunshine Fund
701-A Westminster Avenue
Winnipeg, Manitoba R3G 1A3
(204) 784-1130
Fax: (204) 784-1177
E-mail: sunshinefund@mbcamping.ca
Web site: www.mbcamping.ca

Many churches and community centres run summer day camps for a week or two. A few phone calls would probably locate one.

Winnipeg Boys and Girls Clubs

The Winnipeg Boys and Girls Clubs offer free recreational and educational activities to children of diverse backgrounds in a safe and challenging environment. Other services include the ***Personalized Employment Preparation Program*** for youth (18-29) on social assistance and the ***Youth In Care Network***.

Winnipeg Boys and Girls Clubs
929 Main Street
Winnipeg, Manitoba R2S 3P2
(204) 982-4940
Fax: (204) 982-4950
E-mail: info@wbgc.mb.ca
Web site: www.wbgc.mb.ca

Winnipeg Public Library

The 20 branches of the Winnipeg Public Library offer 100,000 new books, magazines, CDs and videos annually. Library cards are free if you live in Winnipeg. To get one, visit any branch and show identification that includes your name and address. Children (12 and under) must have a parent or guardian sign their membership.

Every library has a special section for children and families. Programs for pre-schoolers and for schoolage children during the holidays and a Summer Reading program are offered. Check out the bi-monthly guide ***@THE LIBRARY*** for other programs and services.

Materials in French and other languages are available at the Centennial, the St. Boniface and other branches. Services for people with disabilities are also available, and many branches are wheelchair-accessible. For services for people with disabilities, call 986-6489.

Computer services and resources are also available as is free access to the Internet. Ask library staff for more information. All children and some adult Internet computers are filtered.

Winnipeg Public Library
Centennial (Main)
251 Donald Street
Winnipeg, Manitoba R3C 3P5
(204) 986-6450
Hours for all Branches: (204) 986-6432
TTY (204) 986-3485
Web site: wpl.city.winnipeg.mb.ca

YMCA-YWCA of Winnipeg

The YMCA-YWCA offers a variety of swimming and fitness programs for men, women and children.

Other programs include workshops and events of special interest to women. Y-Neighbours operates 18 groups in the community for women at home with young children offering educational speakers and other activities; child care is provided.

YMCA-YWCA services are available to all regardless of ability to pay. If current financial circumstances are limiting your access to membership, please contact the Sales & Service Desk to arrange a Financial Assistance appointment.

Downtown YMCA-YWCA
301 Vaughan Street
Winnipeg, Manitoba R3B 2N7
(204) 947-3044
Web site: http://ywinnipeg.ca

Elmwood-Kildonan YMCA-YWCA
454 Kimberly Avenue
Winnipeg, Manitoba R2K 0X8
(204) 668-8140

South YMCA-YWCA
5 Fermor Avenue
Winnipeg, Manitoba R2M 0Y1
(204) 233-3476

West Portage Y
3550 Portage Avenue
Winnipeg, Manitoba R3K 0Z8
(204) 889-8052

Rural and northern:

Brandon Family YMCA
231-8th Street
Brandon, Manitoba R7A 3X2
(204) 727-5456
Fax: (204) 726-0995

YWCA of Thompson
39 Nickel Road
Thompson, Manitoba R8N 0Y5
(204) 778-6341
Fax: (204) 778-5308
E-mail: ywca@mts.net

Single parenting is hard work. Day-to-day parenting can be a challenge. To make it more manageable, steps can be taken to deal with specific parenting issues. For example, the development of a formal or informal support group helps to deal with the sense of isolation often experienced by single parents. Parenting support group members can exchange ideas and offer the benefit of "adult only" time. In other cases, support can be provided by seeing a counselor.

Counselling agencies often have a sliding fee scale which means costs of service are charged according to income. Services for persons receiving social allowance or equivalent incomes are usually free. Those covered by Blue Cross Extended Health coverage may claim as much as $350 per year when the counselor is a professional psychologist and registered with the Psychology Association of Manitoba. Questions to be asked prior to receiving counselling include the availability of a sliding fee scale, or checking one's place of employment to see if counselling is offered through an employee assistance program.

CHILD AND FAMILY SERVICES

There are three types of agencies that provide child and family services: private, aboriginal and departmental. While these agencies fall under different categories, all offer the same services and are mandated under the *Child and Family Services Act.*

Child and Family Services provide child welfare services such as placement and counselling services for children, abuse counselling, case work, services for single parents, emergency homemaker service, adoption services, community development services and foster parenting. There are Child and Family Services offices in different locations throughout the province. It may be necessary to call the nearest office to find out what services are provided in each area. A number of field offices and resource centres also operate throughout the province.

Private Agencies

Jewish Child and Family Services
C200-123 Doncaster Street
Winnipeg, Manitoba R3N 2B2
(204) 477-7430

Rural Child and Family Services:

Child and Family Services of Western Manitoba
800 McTavish Street
Brandon, Manitoba R7A 7L4
(204) 726-6051
Toll-free: 1-800-483-8980

Child and Family Services of Central Manitoba
25-3rd Street S.E.
Portage la Prairie, Manitoba
R1N 1N1
(204) 857-8751
Toll-free: 1-888-339-3576

Churchill Regional Health Authority
Churchill, Manitoba R0B 0E0
(204) 675-8322

Aboriginal agencies

To see listing of Aboriginal Child and Family Service Agencies, please see page 10.

Departmental agencies

Eastman Regional Office
20-1st Street South, Box 50
Beausejour, Manitoba R0E 0C0
(204) 268-6028

Flin Flon District Office
Provincial Building
143 Main Street
Flin Flon, Manitoba R8A 1K5
(204) 687-1700

Interlake Regional Office
3rd Floor, 825 Manitoba Avenue
Selkirk, Manitoba R1A 2B5
(204) 785-5100

Parkland Regional Office
27-2nd Avenue S.W.
Dauphin, Manitoba R7N 3E5
(204) 622-2035

The Pas Regional Office
P.O. Box 2550
3rd Street and Ross Avenue
The Pas, Manitoba R9A 1M4
(204) 627-8230

Thompson Regional Office
P.O. Box 5
59 Elizabeth Drive
Thompson, Manitoba R8N 1X4
(204) 677-6570

Winnipeg Child and Family Services Branch
Executive Office
404-1 Wesley Avenue
Winnipeg, Manitoba R3C 4C6
(204) 944-4438

Child Protection Branch

The Child Protection Branch administers the *Child and Family Services Act* through regional based services of Manitoba Family Services. The Branch is responsible for ensuring the provision of essential services for children through adoption, protection from abuse, foster care, residential programs, and services for both single and expectant parents. Also under the supervision of this Branch are the Post Adoption Registry and the Child Abuse Registry.

Child Protection Branch
201-114 Garry Street
Winnipeg, Manitoba R3C 4V5
(204) 945-6964
Toll-free: 1-800-282-8069
Fax: (204) 945-6717
Web site: www.gov.mb.ca/fs/programs/cfs/fs0cfs01

Manitoba Health and Manitoba Family Services and Housing

Although the Government of Manitoba has divided Health and Family Services and Housing into two separate departments, Winnipeg area offices are shared by both departments.

Manitoba Health provides a variety of services to families. This includes: programs to assist families in caring for children with special needs; home economists who provide nutrition and financial information and counselling; and public health nurses who conduct pre-natal classes, well-baby clinics, family planning, maternal and child health information and counselling.

Manitoba Family Services and Housing ensures that basic needs of families are met in terms of food, clothing, shelter, safety and care. The goal of the department is to promote and support independent living, protect children and ensure the well-being of vulnerable adults. Family Services also helps social assistance recipients, persons with disabilities and other Manitobans who face serious barriers to stable employment adapt to, and participate in, the province's work force.

Winnipeg Child and Family Services

Changes in Child and Family Services are on-going. The Executive Office serves as the agency's central administrative office. If a discrepancy appears within the following information, please contact the Executive Office at the telephone number listed below.

Winnipeg Child and Family Services is a branch of the Department of Family Services and Housing mandated under provincial legislation, to support and strengthen families and work together with communities for the protection and care of children and the prevention of child abuse and neglect.

Branch Programs include adoption, foster care and family preservation and reunification services. Parenting groups and related courses are also offered.

Winnipeg Child and Family Services
Executive Office
404-1 Wesley Avenue
Winnipeg, Manitoba R3C 4C6
(204) 944-4438
Toll-free: 1-888-834-9767
Fax: (204) 944-4395

Winnipeg Child and Family Services, Intake/Emergency Services Units

The Intake/Emergency Services Units investigate suspected cases of child abuse and neglect. They provide assessment, brief intervention and referral to other agency services.

Intake Unit
835 Portage Avenue
Winnipeg, Manitoba R3G 0N6
(204) 944-4200
toll-free: 1-866-345-9241
Fax: (204) 944-4250

The After-Hours Unit provides intake, assessment and brief intervention services, after regular business hours.

After-Hours Unit
835 Portage Avenue
Winnipeg, Manitoba R3G 0N6
(204) 944-4050
Toll-free: 1-866-345-9241
Fax: (204) 944-4029

Winnipeg Child and Family Services, Foster Care Program

The **Foster Care Program** facilitates the recruitment, approval, training, support and supervision of foster parents.

Winnipeg Child and Family Services
Foster Care Program
222 Provencher Boulevard
Winnipeg, Manitoba R2H 0G5
(204) 944-4288
Fax: (204) 944-4666

Winnipeg Child and Family Services, Adoption Services Program

The **Adoption Services Program** provides services to adoptive parents and children. It also provides counselling to families who have adopted children, and offers post-legal services to adoptive parents, adopted adults, birth parents and birth siblings.

Winnipeg Child and Family Services
Adoption Services Program
222 Provencher Boulevard
Winnipeg, Manitoba R2H 0G5
(204) 944-4288
Fax: (204) 944-4666

Winnipeg Child and Family Services, Community Program

The Neighbourhood Resource Centres and the Parent Support Network offer a variety of educational and support groups to parents and children. These programs also facilitate community development in specific areas.

The Volunteer Program welcomes community members that wish to enhance branch services by filling numerous roles such as special friends, drivers, group facilitators as well as clothing and special event volunteers.

Changes in the Community Program are ongoing.

Resource Centres

219 Marion Street
Winnipeg, Manitoba R2H 0T5
(204) 944-4268
Fax: (204) 944-2057

107A Pulford Street
Winnipeg, Manitoba R3L 1X8
(204) 944-4398
Fax: (204) 944-4524

HEALTHY CHILD MANITOBA

In collaboration with community partners, Healthy Child Manitoba encourages and supports a continuum of care and learning for children, families and communities. The Healthy Child vision is the best possible outcomes for Manitoba's children. The following lists relevant programs and services.

Healthy Baby

The Manitoba Prenatal Benefit and Community Support Programs **(Healthy Baby)** program support expectant and new mothers through community programs offering social support and health and nutrition education, and a monthly income benefit to help women meet their extra nutritional needs during pregnancy.

For more information on the Healthy Baby prenatal benefit and community programs, call (204) 945-1301, toll-free 1-888-848-0140.

Home Visiting

Families First is community-based, home visiting supports for families with children from prenatal to kindergarten, delivered by the Regional Health Authorities. Families First supports parenting and secure attachment, promotes healthy growth and development and helps parents build community connections.

For more information on Families First, talk to your Public Health Nurse or call (204) 945-2266, toll-free 1-888-848-0140.

Triple P – Positive Parenting Program

The Triple P approach strengthens parents' knowledge, skills and confidence to better meet the needs of their children, increases parents' sense of competence in their parenting ability and reduces parenting stress. Triple P trains and increases the skills of the current delivery system so that they may offer a range of interventions from universal parenting messages to clinical interventions.

For more information on Triple P, call (204) 945-2266,
toll-free 1-888-848-0140.

Fetal Alcohol Spectrum Disorder (FASD) Prevention and Support

Healthy Child Manitoba works with families and communities to help mothers have healthy babies. **Stop FAS** is a three-year mentoring program for women at-risk of having a child with fetal alcohol syndrome. Home visitors offer consistent support to women to obtain drug and alcohol treatment, stay in recovery, engage in family planning, use community resources and move toward a healthy, stable, independent lifestyle.

For more information on the program and service providers, call (204) 945-2266, toll-free 1-888-848-0140.

Parent-Child Centred Approach

This approach brings together resources through regional and community area coalitions across the province that support parenting, improve children's literacy and nutrition and build capacity for helping families in their own communities.

For more information on the parent-child centred approach in your area, call (204) 945-2266, toll-free 1-888-848-0140.

Healthy Schools

Healthy Schools is a school health initiative intended to promote the health and wellness of students, their families, school staff and school communities by providing information, resources and activities to support healthy lifestyles and good health.

Schools are an ideal place to positively influence several of the factors that affect healthy child, adolescent and family development.

For more information on the Healthy Schools initiative, contact your local school or public health office or call 788-6679.

Adolescent Development

Healthy Child Manitoba works with the community to support healthy adolescent development, including initiatives for adolescent pregnancy prevention, through teen-centred prevention and intervention strategies and programs.

For more information on the programs and services for teens supported by Healthy Child Manitoba, call (204) 945-2266, toll-free 1-888-848-0140.

Healthy Child Manitoba
219-114 Garry Street
Winnipeg, Manitoba R3C 4V6
(204) 945-2266
Toll-free: 1-888-848-0140
Fax: (204) 948-2585

RESOURCE CENTRES

Resource centres can be of great support to all family members and may include child care, education programs or workshops for all ages, as well as other types of assistance. Please phone any of the following resource centres for specific information on the programs and services they offer.

Andrews Street Family Centre
220 Andrews Street
Winnipeg, Manitoba R2W 4T1
(204) 589-1721
Fax: (204) 589-7354

Elwick Village Centre
1417 Fife Street
Winnipeg, Manitoba R2P 0A2
(204) 632-5992
Fax: (204) 633-1485

Family Centre of Winnipeg
401-393 Portage Avenue
Winnipeg, Manitoba R3B 3H6
(204) 947-1401
Fax: (204) 947-2128

Family Life Education Support & Wellness Centre
925 Jessie Avenue
Winnipeg, Manitoba R3M 0Z9
(204) 953-3400
Fax: (204) 953-3409
E-mail: fleswc@mts.net

Family Community Centre
100-475 Sargent Avenue
Winnipeg, Manitoba R3B 1V7
(204) 775-9934
Fax: (204) 772-5928

Heritage Park Family Resource Centre
47 Heritage Boulevard
Winnipeg, Manitoba R2Y 0N9
(204) 831-5950
Fax: (204) 832-6676

North Point Douglas Women's Centre
221 Austin Street North
Winnipeg, Manitoba R2W 3M8
(204) 947-0321
Fax: (204) 957-8978

St. George School Parenting Centre
St. George School
151 St. George Road
Winnipeg, Manitoba R2M 3J2
(204) 253-6773
Fax: (204) 255-1756

South Winnipeg Family Information Centre
800 Point Road
Winnipeg, Manitoba R3T 3L8
(204) 284-9311
Fax: (204) 284-9315

West Broadway Community Ministry
102-222 Furby Street
(at Broadway)
Winnipeg, Manitoba R3C 2A7
(204) 774-2773

Wolseley Family Place
691 Wolseley Avenue
Winnipeg, Manitoba R3G 1C8
(204) 788-8081
Fax: (204) 772-6035

Rural:

Anna's House
B-11 Highway 12 N
Steinbach, Manitoba R5G 1T1
(204) 346-0413

Elspeth Reid Family Resource Centre
255-9th Street
Brandon, Manitoba R7A 6X1
(204) 726-6280
Toll-free: 1-800-483-8980
Fax: (204) 726-6775
web site: www.cfswestern.mb.ca

Cranberry Portage Child & Family Resource Centre
Cranberry Portage, Manitoba
R0B 0H0
(204) 472-3671
Fax: (204) 472-3714

OTHER SUPPORTS

Many groups or agencies provide support for parents in dealing with parenting pressures, which differ greatly as the child goes through various ages and stages. The following is a list of some of these support services.

Addictions Foundation of Manitoba

Parents Intervention Program
This program is designed for parents and caregivers who are concerned about their child's use of alcohol, other drugs or gambling. Through the program, participants will be provided with information about how a child may benefit from the program, signs of harmful alcohol and drug-related behaviour and its effects on the family, suggestions for dealing with alcohol and drug-related behaviour and its effects on the family, and an introduction to a community support group.

Parents are not responsible for their child's alcohol and drug use or gambling problems, but they are one of the most important influences in their child's life. The guidelines offered through this program will assist parents in supporting their child, while helping to establish a more manageable living environment.

Addictions Foundation of Manitoba
Youth and Parent Intervention Programs
200 Osborne Street N.
Winnipeg, Manitoba R3C 1V4
(204) 944-6235
Fax: (204) 772-8077
Web site: www.afm.mb.ca

Blues & Beyond Support Group

This group is available to mothers experiencing stress from "baby blues" to more serious mood disorders. Monthly meetings provide a confidential forum for support and education.

Blues & Beyond Support Group
296 Waterloo Street
Winnipeg, Manitoba R3N 0S7
(204) 488-1255 or 832-8237

Bookmates

Bookmates is a non-profit organization that supports family literacy by providing information and workshops for families and community agencies.

Bookmates
3rd Floor
219 Provencher Blvd.
Winnipeg, Manitoba R2H 0G4
(204) 582-1804
Fax: (204) 586-4577
E-mail: bookmate@mts.net
Web site: bookmatesfamilyliteracycentre.ca

Child Guidance Clinic

The Child Guidance Clinic is a school-based support agency that provides clinical services to students, parents and teachers in Winnipeg School Division, as well as River East, Transcona and Louis Riel. Clinic services include: speech-language, reading, social work, school psychologist, psychiatry and audiology. Services are provided at no charge to children and their families. Arrangements are made through the school.

Child Guidance Clinic
700 Elgin Avenue
Winnipeg, Manitoba R3E 1B2
(204) 786-7841
Fax: (204) 783-6068

Community Treatment Centres

These centres are residences for children and youth (males: 6-11 years, females: 13-15 years) referred by a Child and Family Services Agency for treatment or healing. These community-based facilities help young people re-integrate into their own family or, if necessary, an alternative living situation in their community. They provide a non-judgemental, safe and caring environment.

Community Treatment Centres
400-491 Portage Avenue
Winnipeg, Manitoba R3B 2E4
(204) 786-7051 Ext. 279
Fax: (204) 774-6468

Compassionate Friends

This volunteer self-help group offers support and information to parents grieving the death of a child (of any age) through monthly meetings, telephone friends and a bi-monthly newsletter.

Compassionate Friends
Community Services Building
685 William Avenue
Winnipeg, Manitoba R3E 0Z2
(204) 787-4896

Elizabeth Hill Counselling Centre

The centre provides therapy and counselling to children and teens, couples and families. Programs include the Men's Resource Centre (please refer to page 23).

Elizabeth Hill Counselling Centre
301-321 McDermot Avenue
Winnipeg, Manitoba R3A 0A3
(204) 956-6560
Intake line: (204) 956-6562
Toll-free: 1-866-672-3422
Men's Resource Centre (intake line): (204) 956-9528
Fax: (204) 943-4073

Families Affected by Sexual Assault (FASA)

The FASA program of New Directions for Children, Youth, Adults and Families provides crisis intervention and short-term therapy for individuals and families affected by sexual assault to families in Winnipeg or nearby communities, a parent support group, treatment groups for preschool and school age children and teens, and community education and training (at no cost to users).

Families Affected by Sexual Assault (FASA)
New Directions for Children, Youth, Adults and Families, Inc.
400-491 Portage Avenue
Winnipeg, Manitoba R3B 2E4
(204) 786-7051 Ext. 262

Family Community Centre

The Centre, a service of Pregnancy and Family Support Services Inc., offers support for families with children (up to six years), parenting and life skills programs, pre and postnatal classes, drop-in and respite childcare.

Family Community Centre
100-475 Sargent Avenue
Winnipeg, Manitoba R3B 1V7
(204) 775-9934

Family Therapy

Family Therapy, a program of New Directions for Children, Youth, Adults and Families, provides therapy to families in Winnipeg or immediate vicinity experiencing stressful or difficult situations that affect their children. Funded by Manitoba Family Services and Housing, the service is available at no cost to users. Wait list opens in January, April, June and September.

Family Therapy
New Directions for Children, Youth, Adults and Families
400-491 Portage Avenue
Winnipeg, Manitoba R3B 2E4
(204) 786-7051 Ext. 262

Kids Help Phone

This is a 24-hour, toll-free, national, bilingual, anonymous phone counselling, referral and Internet service for children and youth. Professional counsellors answer an average of 1,000 calls every day about relationships, school, substance abuse, violence, suicide and other concerns. Web users can participate in moderated discussion boards on the Web site.

Kids Help Phone
403-200 Main Street
Winnipeg, Manitoba R3C 4M2
(204) 925-5675
Fax: (204) 925-5624
Toll-free: 1-800-668-6868
Web site: www.kidshelpphone.ca

Manitoba Farm & Rural Stress Line

The Manitoba Farm & Rural Stress Line provides confidential support, counselling, information and referrals for farm and rural families. Calls are answered by trained counselors with farming backgrounds and strong rural identities. Their interactive web site provides up-to-date information on programs and services for rural Manitobans.

Toll-free: 1-866-367-3276
E-mail HelpLine: help@ruralstress.mb.ca
Web site: www.ruralstress.ca

Manitoba Foster Family Network Inc.

The Manitoba Foster Family Network Inc. (MFFN) encourages, promotes and assists in the development of healthy foster homes to improve the quality of life for children in care. They provide support to foster parents in dealing with an agency and for communication between licensed foster parents.

Manitoba Foster Family Network Inc.
1-202 Provencher Boulevard
Winnipeg, Manitoba R2H 0G3
(204) 940-1280
Toll-free: 1-866-458-5650
Fax: (204) 940-1283
Email: manfos@mts.net
Web site: www.mffn.ca

Oba Waanaan, Counselling Parents in the Community

Oba Waanaan (formerly Parent Support Program) is a counselling program for parents who have been referred by a professional, because of concern that they are at risk to abuse and/or neglect their children or who have been identified by the mandated system as needing counselling services.

Oba Waanaan, Counselling Parents in the Community
New Directions for Children, Youth, Adults and Families
400-491 Portage Avenue
Winnipeg, Manitoba R3B 2E4
(204) 786-7051 Ext. 374

Opikihiwawin

Opikihiwawin, sponsored by New Directions for Children, Youth, Adults and Families, provides cross-cultural education and supports for non-Aboriginal families who have adopted or fostered Aboriginal children. Programs are offered to adult Aboriginal adoptees. Programming includes: cross-cultural education forums for adults, family activities programs, family and individual counselling and/or referrals and Aboriginal community cultural events. Newsletters and resource information are also available.

Opikihiwawin
400-491 Portage Avenue
Winnipeg, Manitoba R3B 2E4
(204) 786-7051
Fax: (204) 774-6468

St. Amant Centre

St. Amant Centre is a residential and resource facility for children and adults with developmental disabilities. The focus is on their care, education and training. Residents are provided with personal care and are encouraged to develop their maximum potential with a philosophy of life, respect and dignity for each individual.

St. Amant Centre
440 River Road
Winnipeg, Manitoba R2M 3Z9
(204) 256-4301
Fax: (204) 257-4349
Web site: www.stamant.mb.ca

St. John Ambulance

The St. John Ambulance Child Service Provider course is a practical guide for parents and child care workers involved in the daily care and raising of children. Areas covered include caring, feeding and keeping your child safe, first aid and CPR techniques. Courses are held days, evenings and weekends.

St. John Ambulance
Manitoba Provincial Council
535 Doreen Street
Winnipeg, Manitoba R3G 3H5
(204) 784-7000
Toll-free: 1-800-471-7771
Fax: (204) 786-2295
E-mail: mbgd@mb.cja.ca
Web site: www.sja.ca/mb

Support Group for Parents of High Risk Youth

The Support Group for Parents of High Risk Youth at New Directions for Children, Youth, Adults and Families offers support to parents (and families) who are experiencing difficulty as a result of their adolescent's street involvement and who are out of ideas, options and energy.

Support Group for Parents of High Risk Youth
New Directions for Children, Youth, Adults and Families
400-491 Portage Avenue
Winnipeg, Manitoba R3B 2E4
(204) 786-7051 Ext. 303

The Office of the Chidren's Advocate

The Office of the Children's Advocate represents the rights, interests and viewpoints of children and youth under the age of 18 who are receiving or who are entitled to receive services under *The Child and Family Services Act* and *The Adoption Act*. Protects the rights of children and youth while acting independently of the child welfare system.

The Office of the Children's Advocate
102 - 500 Portage Avenue
Winnipeg, Manitoba R3C 3X1
Telephone: (204) 945-1364
Toll Free (Manitoba only): 1-800-263-7146
Fax: (204) 948-2278
Web site: www.childrensadvocate.mb.ca

Winnipeg Children's Access Agency

This centre provides a safe, neutral site to support parent and child visits for families dealing with domestic violence.

Winnipeg Children's Access Agency
170 Scott Street
Winnipeg, Manitoba R3L 0L3
(204) 284-4170
Fax: (204) 284-4162

Rural location:
Brandon Access Exchange Service
836 Lorne Avenue
Brandon, Manitoba R7A 0T8
(204) 729-8115
Fax: (204) 726-0902

YMCA/YWCA

Please see the YMCA/YWCA on page 148.

Youth Resource Centre/Shelter

The Youth Resource Centre/Shelter, a project of Macdonald Youth Services, provides services to youth 12 to 20 years of age on a walk-in basis for referral, advocacy, information and basic needs.

The Centre also operates a safe temporary shelter seven days a week for youth aged 12 to 17. Beds are assigned on a first-come, first-serve basis up to a maximum of three nights. The shelter is open 24 hours a day, seven days a week.

Youth Resource Centre/Shelter
A Project of Macdonald Youth Services
161 Mayfair Avenue
Winnipeg, Manitoba R3L 0A1
(204) 477-1804

SUPPORTS FOR WOMEN

Resource Centres

Fort Garry Women's Resource Centre
1150-A Waverley Street
Winnipeg, Manitoba R3T 0P4
(204) 477-1123
Fax: (204) 475-9127
E-mail: fgwrc@mts.net
Web site: www.fgwrc.ca

Interlake Women's Resource Centre
P.O. Box 1991
Gimli, Manitoba R0C 1B0
(204) 642-8264
Fax: (204) 642-8280
E-mail: iwrc@mts.net
Web site: www.interlakewomen.ca

Lakeshore Women's Resource Centre
P.O. Box 628
Ashern, Manitoba R0C 0E0
(204) 768-3016
Toll-free: 1-877-977-0007
(to Selkirk)
Fax: (204) 768-3916

North End Women's Centre
394 Selkirk Avenue
Winnipeg, Manitoba R2W 2M2
(204) 589-7347
Fax: (204) 586-9476

North Point Douglas Women's Centre
221 Austin Street North
Winnipeg, Manitoba R2W 3M8
(204) 947-0321
Fax: (204) 957-8978

Pluri-elles Centre des Femmes
570 rue Des Meurons
Winnipeg, Manitoba R2H 2P8
(204) 233-1735
Toll-free (Manitoba Only):
1-800-207-5874
Fax: (204) 233-0277

Samaritan House Ministries
630 Rosser Avenue
Brandon, Manitoba
R7A 0K6
(204) 726-0758

The Women's Centre
in The Town Centre
800 Rosser Avenue
Brandon, Manitoba R7A 6N5
(204) 726-8632
Toll Free: 1-866-255-4432
E-mail:
twcbrandon@westmanwave.ca
Web site:
http://thewomenscentre.tripod.com/

West Central Women's Resource Centre
Lower Level, 583 Ellice Avenue
Winnipeg, Manitoba R3B 1Z7
(204) 774-8975
Fax: (204) 783-3173
E-mail: cupboard@mts.net

Women's Safe Haven Resource Service
60 Hapnot Street
Flin Flon, Manitoba R8A 1L6
(204) 681-3105
Fax: (204) 687-3322

Other Supports

Big Brothers Big Sisters of Winnipeg

This association initiates and supports nurturing relationships between adult volunteers and young children in need of friendship and guidance that can be provided by positive role models. This program also operates in Portage la Prairie, Brandon, Morden and Winkler. Another service is the in-school mentoring program.

Big Brothers Big Sisters of Winnipeg
2nd Floor, 765 Portage Avenue
Winnipeg, Manitoba R3G 0N2
(204) 988-9200
Fax: (204) 988-9208
E-mail: main@bigwinnipeg.com
Web site: www.bigwinnipeg.com

Block Parent Program of Winnipeg

The Block Parent Program sponsors a community neighbourhood volunteer safety program. Children and seniors, who temporarily need a safe place to go, can seek assistance at volunteers' homes identified by a sign in the window indicating they are available. Volunteers are screened by the Winnipeg Police Service.

Block Parent Program of Winnipeg
466 Gertrude Avenue
Winnipeg, Manitoba R3L 0M8
(204) 284-7562
Fax: (204) 284-7562
E-mail: winnipegblockparents@hotmail.com
Web site: www.winnipegblockparents.mb.ca

Eating Disorders Association of Manitoba Inc. (EDAM)

EDAM is a provincial non-profit organization that provides support for families and friends of individuals suffering from an eating disorder. They hold monthly meetings, provide information about signs and symptoms of eating disorders and promote early diagnosis and effective treatment options.

Eating Disorders Association of Manitoba Inc. (EDAM)
Box 34099
RPO Fort Richmond
Winnipeg, Manitoba R3T 5T5
(204) 888-EDAM (888-3326)
Fax: (204) 488-0408
Web site: www.edam.mb.ca

Healthy Start For Mom & Me

Healthy Start for Mom & Me offers informal and friendly prenatal and postnatal (babies to one year) drop-ins at nine community sites in Winnipeg. Babysitting, healthy snacks, playtime with babies, videos and activities, milk coupons for pregnant girls and women are offered in this nutrition and family health outreach initiative. For those who do not speak English, newcomer sessions are offered with interpreting. (All are welcome to attend the drop-ins, but the programs especially aim to reach those with fewer resources.

Healthy Start For Mom & Me
2nd Floor, 400 Edmonton Street
Winnipeg, Manitoba R3B 2M2
(204) 949-5350
Fax: (204) 949-4800

Interfaith Marriage and Family Institute

Whether experiencing relationship problems or looking for ways to grow personally and professionally, Interfaith Marriage and Family Institute helps individuals, couples and families reach their goals. Interfaith Marriage and Family Institute is funded by United Way grants and other donations. Fees for services are based on income and family size. Sessions can be spaced in two or four week intervals to make it easier to afford the fees.

Interfaith Marriage and Family Institute
University of Winnipeg
Sparling Hall, Second Floor
515 Portage Avenue
Winnipeg, Manitoba R3B 2E9
(204) 786-9251
Fax: (204) 772-2547
Web site: www.uwinnipeg.ca

La Leche League Canada – Manitoba

This non-profit organization provides information and mother-to-mother support to women who wish to breast feed their babies. Groups meet monthly throughout Manitoba. Phone help is available seven days/week. Meeting information is available on the website.

La Leche League Canada – Manitoba
(204) 257-3509
E-mail: ofm@lllc.ca
Web site: www.lllc.ca

Literacy Partners of Manitoba

This organization is a network of individuals and groups that promotes adult and family literacy in Manitoba. They make referrals to literacy programs available in Manitoba.

Literacy Partners of Manitoba
401-321 McDermot Avenue
Winnipeg, Manitoba R3A 0A3
(204) 947-5757
Fax: (204) 956-9315
Toll-free: 1-866-947-5757
Web site: www.mb.literacy.ca

Rural coordinators:
Brandon (204) 727-6107
Selkirk (204) 482-6248
Thompson (204) 677-2872

Military Family Resource Centre (Winnipeg)

The goal of this agency is to enhance the quality of life for family members of Canadian Forces personnel by providing specialized programs and services to promote health, education and social well-being.

Military Family Resource Centre (Winnipeg)
102 Comet Street
P.O. Box 17000, Station Forces
Winnipeg, Manitoba R3J 3Y5
(204) 489-7003 or (204) 833-2500 ext. 4500
Fax: (204) 489-8587
E-mail: wpgmfrc@autobahn.mb.ca
Web site: www.mfrc.mb.ca

Parents without Partners

This organization is a support group for single, widowed, divorced or separated parents. They plan social and sports activities for adult members and family outings. They also offer education programs through discussions, speakers and courses.

Parents without Partners
Chapter 350
Box 1756
Winnipeg, Manitoba R3C 2Z9
(204) 957-7172

Teen Touch Inc.

This pro-active youth program operates a province-wide 24-hour confidential, non-judgmental telephone Helpline for youth and families. A toll-free phone line is available to callers living outside of Winnipeg. The TEEN TOUCH website offers similar services in self-help format, along with a limited-hours Virtual Help feature. Programs are staffed by trained volunteers who listen, problem-solve or make referrals. Volunteers are also available to visit local schools and demonstrate problem-solving strategies.

Teen Touch Inc.
210-800 Portage Avenue
Winnipeg, Manitoba R3G 0N4
(204) 945-5467
Fax: (204) 945-5565
24-hour Helpline: 783-1116
Toll-free 24-hour Helpline: 1-800-563-8336
E-mail: teentouch@mts.ca
Web site: www.teentouch.org

Women Business Owners of Manitoba

Women Business Owners of Manitoba is a non-profit independent organization that addresses the unique needs of the woman entrepreneur and provides mentorship for women starting in business.

Women Business Owners of Manitoba
P.O. Box 2748
Winnipeg, Manitoba R3C 4B3
(204) 775-7981
Fax: (204) 897-8094
E-mail: info@wbom.mb.ca
Web site: www.wbom.ca

Women's Enterprise Centre

Women's Enterprise Centre assists and encourages the development of women entrepreneurs in Manitoba. Services offered are information, networking, business counselling and assistance to obtain financing for starting up a business.

Women's Enterprise Centre
100-207 Donald Street
Winnipeg, Manitoba R3C 1M5
(204) 988-1860
Toll-free: 1-800-203-2343
Fax: (204) 988-1871
Web site: www.wecm.ca

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